



Applicant Guide



About Baillie Lodges

Baillie Lodges is a growing portfolio of luxury lodges renowned for setting benchmarks in premium experiential travel. Set in exclusive locations of unique natural or cultural significance, the boutique properties appeal to the discerning global traveller seeking a remarkable experience.

The Australia-based collection was founded in 2003 by James and Hayley Baillie and includes Longitude 131° at Uluru-Kata Tjuta, Capella Lodge on Lord Howe Island and Silky Oaks Lodge at the Daintree Rainforest. Flagship property Southern Ocean Lodge on Kangaroo Island was destroyed in the 2020 bushfires and its rebuild is in progress, with an anticipated reopening date in mid-2023.

In 2019, an affiliate of KSL Capital Partners acquired Baillie Lodges with the aim to further expand the unique collection of luxury lodges. The addition of Clayoquot Wilderness Lodge on Canada's Vancouver Island and New Zealand's Huka Lodge marked the collection's foray into international waters. Most recently, The Louise in the Barossa Valley has joined the family, heralding Baillie Lodges return to South Australia. Baillie Lodges' Australian properties are honoured as members of Luxury Lodges of Australia.

Getting there

Lord Howe Island is situated in the Tasman Sea, 600km east of the Australian mainland and 700 kilometres north-east of Sydney in New South Wales. Qantaslink operates regular daily two-hour flights from Sydney to Lord Howe Island. [More details »](#)



Our location

Situated in the South Pacific Ocean, around 700km north east of Sydney, Australia, Lord Howe Island is a small, breathtakingly beautiful island, measuring just 11km long and 2.8km at its widest point. Included on the UNESCO World Heritage List in 1982, the island is surrounded by a reef-fringed lagoon, rolling surf and the world's southern-most coral reef. Lord Howe Island has around 350 permanent residents with visitors limited to 400 at any one time. Lord Howe is a pristine natural environment with around three-quarters of the island preserved as permanent national and marine park.

Our climate

The subtropical marine climate produces warm summers and mild winters. Daytime temperatures range from 25-28°C in summer and 18-22°C in winter. Generally, conditions are appropriate for swimming between September and May. Walking, hiking and many other activities are enjoyed year-round. The climate is often likened to perpetual spring.

Travel for good

The Baillie Lodges environmental commitment is best expressed by each lodge's interaction with its local natural and cultural surroundings. A dynamic environmental management plan featuring cutting edge and continually evolving technologies steers lodge operations and ultimately enhances each guest's experience. [View our sustainability policy.](#)



Working with us



Our environment

Inspired by the carefree spirit of the Australian beach house, Capella is refreshingly off-grid. Nine contemporary suites offer a relaxed, barefoot luxury vibe, each with a different view of Lord Howe. The main lodge is home to the lounge, bar and restaurant, where floor-to-ceiling windows expand to welcome the outside views indoors and lead to Gowers Terrace, where loungers and a horizon plunge pool invite guests to relax and switch off. Capella's friendly, close-knit team really make the guest experience a standout, and keeps guests returning time and time again.

Our team

The team at Capella is small and unique. The most common roles include Chefs, Food and Beverage Attendants, Housekeepers and Maintenance/Grounds staff. The petite Capella Spa also provides opportunities for Spa Therapists. Whilst position descriptions are provided to individuals, it is a team effort that makes all Baillie Lodges 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.

Our culture

Attention to detail is evident throughout the Baillie Lodges guest experience, from operational processes through to design and the broad product offering, and is core to the overarching culture and values. Baillie Lodges' commitment to product excellence and reinvestment is evident in the significant lodge refurbishments and routine maintenance closures at each property to ensure that they remain at their world-class standard.

Detailed process systems ensure Baillie Lodges delivers comprehensive, on-the-job training for the team and ultimately guarantees an exceptional guest experience every time. Working at a Baillie Lodges property offers a chance to really work as part of a collegiate team, where departments work together to deliver an exceptional and personal guest experience and learning across departments is encouraged.

Our guests

Capella's target market is predominantly discerning guests seeking an active island experience. Many family groups visit throughout school holiday periods (Capella welcomes children ten years and over) and there is a high number of return guests to the lodge each year. The peak season on the island is from October to May. Winter is much quieter and Capella Lodge often closes for a month during the low season to allow for maintenance and upgrade work.

Staff discounts

Staff at Capella Lodge are entitled to number of a concessions including a discount on dining in the Capella Lodge Restaurant, and purchases from the lodge boutique.

Tenure Bonus Scheme

Our Tenure Bonus Scheme highlights our commitment to rewarding employees for longer term tenure - depending on your role, you will be eligible for a one off bonus to be paid on the first anniversary of your employment, and then further potential bonuses at each anniversary thereafter.

Accommodation discounts

After six months of service, your immediate family can visit The Louise for the discounted rate of \$250 per night twin share, Capella Lodge, Huka Lodge and Silky Oaks Lodge for \$300pppn and Clayoquot Wilderness Lodge and Longitude 131° for \$400pppn. Rates are subject to availability and conditions apply. Advance reservations are essential and must be approved by the Lodge Manager.



What's provided



Accommodation

Furnished accommodation and three meals per day are provided to all staff as a part of their contract of employment. The majority of staff live on-site in a modern building (newly built in 2018) which contains ten fully furnished rooms, each with its own bathroom. The lodge also rents a number of private houses nearby in which some staff reside.

Meals

Staff meals are provided in the staff room. Breakfast is self serve with toast, cereal, coffee, tea and occasional hot items. Lunch is served in the staff room at 12pm daily. Dinner is a more substantial meal, served from 5.30pm daily. Staff are welcome to eat at the Capella Lodge Restaurant with the permission of the Lodge Managers, charges apply. There are several other restaurants and cafes on the island as well as two general stores for food supplies.

Uniforms

Uniforms are provided for most staff at Capella, a uniform bond is deducted from your first wage and refunded at the end of your employment, subject to the return of your uniform.

Please note

You will be required to provide or purchase your own footwear - the type and style required varies by department.

Communications

Mobile phones do not work on Lord Howe Island, however, there is a telephone in all of the onsite staff accommodation and in the staff room (you will need a phone card). There are also pay phones on the island. Complimentary WiFi is provided in staff accommodation, however the service is limited due to the data plans available through the NBN. Internet access is also available at the Lord Howe Island Visitor Centre and roaming WiFi at The Anchorage Cafe (charges apply).



What's nearby



Staff lifestyle

The lifestyle for Capella staff conjures up images of a real Treasure Island, or fun in the sun, with 'office' features including turquoise waters, sheer mountains and subtropical rainforest. Being part of the lodge team is a highly sought-after position and with a chance to surf, fish, hike on days off, an opportunity at Capella is one too good to miss.

Lord Howe Island activities

Adventure awaits - many of our staff are keen surfers, anglers, scuba divers or walkers. For a tiny island, there is a fantastic choice of activities and options include world-class diving, snorkelling, swimming with turtles, hand feeding fish, glass bottom boat cruises, sport fishing and wilderness hikes. Most tour operators will provide a staff discount.

Local shops & services

Many services are provided on the island including a post office, doctor, small hospital, visitor centre and primary school. There are also Anglican, Catholic and Seventh Day Adventist churches. Note that a dentist only visits on rotation so it's advisable to get a full check up and any procedures completed prior to your arrival.

Two general stores supply all the essentials you could possibly want (at a little bit more than prices on the mainland). There are EFTPOS facilities at many of the local shops and an ATM at the Bowling Club. We suggest that you are set up for internet banking as this makes it easier for you to pay any bills and transfer funds.

Getting around

Lord Howe Island is small enough to get around on foot or bike. Bikes can occasionally be purchased on the island and you are also welcome to bring your own. There is a restriction on the number of motor vehicles on the island, so staff are not permitted to bring their own vehicles.

Time off

Port Macquarie Travel provides discounted staff flights from the island to Sydney that can be booked direct or through Capella management on Lord Howe. Annual leave is usually scheduled for the month of July when the lodge is often closed but with the appropriate notice and dependant on occupancy, it is usually possible to arrange a few days of annual leave.



How to get there



Flights

QantasLink is the exclusive carrier to Lord Howe Island (LDH), flying 29-seat Bombardier Dash 8 aircraft most days from Sydney (SYD). Flights are an easy 1 hour 50 minutes, and provide a spectacular aerial welcome to the island. A 14kg luggage limit per person applies on all Lord Howe Island flights.



Please note

Flights and transfers are not provided as part of the onboarding process and need to be arranged by the arriving team member.

Freight

A fortnightly supply vessel (MV Island Trader) operated by Lord Howe Island Sea Freight transports all operating supplies from Port Macquarie in New South Wales - staff are welcome to transport personal belongings to the island on this vessel at their own cost. The most economical way to get belongings and supplies to Lord Howe is via the government subsidised Australia Post service. Simply address items attention to yourself at the address below. If you have urgent items then express post will ensure they come via plane rather than ship.



Freight costs

Associated freight costs are at employees' own expense.

Moving to Capella Lodge

If you are moving into on-site accommodation, your contact information will be as follows:

Postal address

Your Name
Capella Lodge
PO Box 59
Lord Howe Island, NSW, 2898

Phone +61 2 6563 2008

Email capgm@capellalodge.com.au



Useful links

capellalodge.com.au
baillielodges.com.au
luxurylodgesofaustralia.com.au
lordhoweisland.info
lhib.nsw.gov.au
islandtrader.com.au

What to bring

Bath towels, pillows, bed linen and blankets are provided. You are required to supply your own toiletries and other personal effects.



Pets

Pets are not permitted on site.



How to apply



Your journey starts here

We consider our team to be our greatest asset and we're looking for professional, motivated and dedicated people with a diverse range of skills and experience. Our opportunities range from chefs to gardeners and front office to food and beverage. We're looking for people who are passionate about hospitality, committed to providing outstanding customer service, who have a can-do, positive attitude and great work ethic. We're looking for people who see working and living in locations of unique natural or cultural significance as an opportunity not to be missed.

Express your interest

Don't miss out! If joining the Capella Lodge team is of interest, please view our **current opportunities** and apply online. Or **register your interest** and we'll be in touch should a suitable opportunity arise in the future.

If you're looking to start sometime in the future, it's best to send in your resume around eight weeks ahead of your ideal start date. If an advertised position interests you and your availability differs to this timeframe, please apply and indicate your specific availability on your application.

Next steps

Applications take a few days to process and if you're a potential candidate for the role we'll be in touch with you to discuss the next steps within one week of the closing date. Due to the high volume of applications only those selected for a short-list will be contacted.

How to apply

Apply [online](#), email your application to careers@baillielodges.com.au or call on +61 2 9918 4355.

Minimum commitment

To deliver memorable experiences for our guests we're committed to building a stable team. To be successful you will need to be able to commit to working with us for at least six months - and ideally more.

More questions?

Prospective employees can find answers to commonly-asked questions in our [FAQ](#). If you can't find an answer to your question please [contact us](#).