



# 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.

## Our 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.

## Our climate

Part of the Wet Tropics of Queensland World Heritage Area, the Daintree climate is characterised by two distinct seasons: the dry season from April to November offers warm days with low humidity and cooler nights with temperatures ranging from 19-30°C; December to March is considered the green season as the days and nights are hotter with more frequent restorative showers and temperatures between 22-32°C.

## Travel for good

Baillie Lodges environmental commitment is best expressed by each lodge's interaction with its local natural and cultural surroundings. At Silky Oaks Lodge, dedicated sustainability management plans prescribe the lodge's activities and systems relating to the environment, from water and waste management to energy conservation. [View our sustainability policy.](#)

### Getting there

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

A shared shuttle service can be arranged from Cairns Airport to the lodge. This will be charged at a staff discount rate to be advised by the lodge upon booking. [More details »](#)



### Staff lifestyle

Tropical North Queensland is an adventure playground, offering an exciting lifestyle for staff. Silky Oaks Lodge is a tranquil working environment, with the soothing sounds of the river and leafy green outlook, while on days off there's the Great Barrier Reef, Daintree Rainforest and Cape Tribulation wilderness all on the doorstep. [More details »](#)



# Working with us



## Our environment

Tucked away between the tropical rainforests and sugar cane fields of far north Queensland, Silky Oaks Lodge sits on quite possibly some of the area's most prime real estate. Nestled on the banks of the Mossman River, the new-look central lodge is the hub for guest activity and includes guest reception, boutique, restaurant, bar and lounge. Forty treehouse-style guest suites are dotted around the property and invite guests to relax into the beauty of the rainforest with fresh contemporary interiors and private balconies complete with hammock for relaxing in the afternoon breeze.

## Our team

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 Guest Services, Maintenance and the Healing Waters Spa. Whilst position descriptions are provided to individuals, it is a team effort that enables the lodge to 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

The lodge's target market is predominantly discerning guests seeking an exclusive, premium experience of the destination. Approximately 70% of our guests are from overseas with North America and Europe comprising the largest international markets. Guests stay on average three nights and the lodge welcomes children ten 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.

### Staff discounts

Staff at Silky Oaks Lodge are entitled to number of a concessions including a discount on dining in the Treehouse Restaurant, Healing Waters Spa treatments, spa products and purchases from the lodge boutique. Access to discounted local activities may also apply, subject to availability.

### 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

There is a range of accommodation available on-site at Silky Oaks Lodge, however, capacity is limited and many of our staff live in the 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.

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). The rental amount will be deducted from your pay.

There are three types of on-site staff accommodation available including four self-contained apartments, eight studio style cabins and a three-bedroom share house option which is located a short five-minute walk from the property. Alternatively, there is a large variety of rental accommodation options in Mossman and Cooya Beach (10 minutes' drive) or Port Douglas (20 minutes' drive) for those who wish to live off-site.

## Meals

One duty meal (lunch or dinner) is provided for each staff member per shift. Lunch and dinner is provided daily for those that live on-site.

## Uniforms

Uniforms 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.

## Communications

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

---

### Please note

- 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 \$200 will be held by the lodge in the event that the accommodation is not cleaned to the desired standard
- There is a self-serve staff laundry provided for those occupying the studio style cabins.

---

### Please note

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



# What's nearby



## Staff lifestyle

Tropical North Queensland is an adventure playground, offering an exciting lifestyle for staff. Silky Oaks Lodge is a tranquil working environment, with the soothing sounds of the river and leafy green outlook, while on days off there's the Great Barrier Reef, Daintree Rainforest and Cape Tribulation wilderness all on the doorstep.

### Complimentary shuttle

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

## Lodge activities

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. Direct from the lodge there are several walking trails, river swimming and staff bikes available to loan.

### Bikes

Staff bikes are available to loan.

## Exploring beyond the lodge

Silky Oaks Lodge provides a hub for the many wonderful adventures and discoveries on offer in the tropical north. Within easy reach are Mossman Gorge, the gateway to the Great Barrier Reef - Port Douglas, and the magnificent wilderness of Cape Tribulation. To the west lies the Atherton Tablelands, the last frontier that divides the coast from the vast Queensland outback.

## Local shops & services

Mossman village is a short 10-minute drive from the lodge where you will find many services including a supermarket, post office, hospital, medical centre as well as cafes and a few local pubs. Port Douglas is a short 20-minute drive away and is a popular tourist precinct with a variety of shops, restaurants and services.



# How to get there



## Flights and airport transfers

Silky Oaks lodge is an easy and scenic 60-minute drive from Cairns Airport (CNS), with direct commercial flights to and from main touring gateways including Sydney, Melbourne, Brisbane, Adelaide, Darwin, Alice Springs and Uluru. A shared shuttle service can be arranged from Cairns Airport to the lodge.

Once the transfer is arranged a pick-up time will be advised dependent on other bookings. A shuttle service from the lodge into Cairns CBD can also be arranged upon request and the fee will be advised at the time of booking.

## Driving directions

If self-driving from Cairns 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 Foxtan 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.

## Moving to Silky Oaks Lodge

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

### Postal address

Your Name

Silky Oaks Lodge

423 Finlayvale Road, Mossman, QLD, 4873

or

PO Box 396, Mossman, QLD, 4873

Phone +61 7 4098 1666

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

## What to bring

You are required to supply your own bed linen, towels, toiletries and other personal effects. Please confirm bed size with lodge prior to arrival, single or king may apply.

### Please note

Flights and transfers are not provided as part of the onboarding process and need to be arranged by the arriving team member. Transfers will be charged at a staff discount rate to be advised by the lodge upon booking and will be deducted from your first pay. Please advise the team if an airport transfer is required. Bookings must be secured no later than three days prior to arrival.

### Car parking

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

### Freight costs

Associated freight costs are at employees' own expense.

### Useful links

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

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

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

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

### 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 Silky Oaks 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](mailto: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.