

From: Owen R.
Subject: Clarification requested — C/26/15485
Date: 24 August 2026 at 12:50 pm
To: Complaints complaints@ombudsman.vic.gov.au



OR

Dear Jay,

Thank you for your email of 24 August 2026 concerning **C/26/15485**.

I write on behalf of **LEWIS TROJAN HORSE PTY LTD** (ACN 693 680 509), as Trustee of the **Owen Robert Inter Vivos Trust**.

Before responding substantively to the matters set out in your email, I would be grateful for a brief administrative clarification as to the complaint to which your assessment relates.

Could you please confirm whether **C/26/15485** is the file number generated for the online complaint lodged with the Victorian Ombudsman at approximately **4:20 am on 14 August 2026**, concerning Moorabool Shire Council's failure to substantively respond to, or adequately administer, the Condition 17 records enquiry first made on 13 July 2026 and subsequently followed up on 23 July, 29 July and 10 August 2026.

The supporting document uploaded with that online complaint was the correspondence chain titled **"Moorabool Shire Council requests"**, a copy of which is attached again for ease of reference.

I ask because the description of the complaint in your email appears to concern different matters, including Council's assessment of permit compliance, its reliance on technical advice, and the basis for a 2022 decision.

At this stage, the Trustee is simply seeking to establish whether your email relates to the online complaint described above before addressing the substance of the decision.

I would appreciate confirmation.

Kind regards,

LEWIS TROJAN HORSE PTY LTD (ACN 693 680 509)
as Trustee of the **Owen Robert Inter Vivos Trust**

Moorabool Shire Council requests
.pdf



On 24 Aug 2026, at 11:35 am, Complaints <complaints@ombudsman.vic.gov.au> wrote:

OFFICIAL

Dear Owen

Your complaint about Moorabool Shire Council

Thank you for contacting the Victorian Ombudsman about your concerns with Moorabool Shire Council.

We have assessed the information you provided to determine whether we can assist with your complaint. I am writing to let you know that we will not be taking further action.

What we understand about your complaint

From what you told us, you are concerned that:

- Council did not adequately assess complaints about the Lal Lal Wind Farm before concluding there was no breach of Planning Permit PL-SP/05/0461.
- Council relied on technical advice and information that you believe was not appropriately verified.
- There are gaps, inconsistencies or uncertainties in records relating to Council's assessment of the matter.
- Council has not adequately addressed concerns you have raised about those records and its decision-making process.

You told us you would like independent scrutiny of Council's handling of the matter and the basis for its 2022 decision.

What the Ombudsman does

The Ombudsman looks into complaints about most Victorian government organisations, including local councils. Our role is to help make sure people are treated fairly when they engage with public services in Victoria.

When we get a complaint, we look at the problem and whether our involvement can help achieve the outcome being sought. We also consider whether getting involved would help address a wider community or public interest issue.

While we try to help as many people as possible, due to the number of complaints we receive, we cannot take action on every complaint.

Our decision

I understand this issue has taken a significant amount of your time and has been a source of ongoing frustration.

However, based on the information you have provided, and the impact our involvement is likely to have, we have decided that continuing to deal with your complaint isn't justified in the circumstances. We will be closing your complaint on this basis.

The information available indicates Council considered concerns about permit compliance, reviewed technical material and obtained expert advice before reaching its position. Your complaint largely concerns whether Council gave appropriate weight to that information and whether it should have reached a different conclusion.

To assist further, we would need to form our own view about complex technical matters relating to noise monitoring, compliance testing and acoustic assessments. We do not have the specialist expertise to independently assess those technical issues or determine whether one technical opinion ought to be preferred over another.

In these circumstances, it is unlikely our involvement would help achieve the outcome you are seeking. This is because the issues you raise are, in substance, concerns about the merits of Council's assessment and conclusions, rather than a clear administrative failing that we are well placed to resolve.

Next steps

Thank you for taking the time to raise your concerns with us.

If you would like to talk about our decision to close your complaint, we are happy to discuss it with you. Please contact me by email at

complaints@ombudsman.vic.gov.au or by calling 1800 806 314.

Yours sincerely

Jay (he/him)

Senior Complaints Resolution Officer

Phone: [+61 3 9613 6222](tel:+61396136222) | Toll Free: 1800 806 314

Level 2, 570 Bourke Street, Melbourne, VIC 3000

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This respect is extended to their Elders past and present. We acknowledge their sovereignty was never ceded.

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