

From: Owen R. officeexecutorowenrobertlewis@gmail.com 
Subject: Administrative Clarification Request – Shadow Flicker Correspondence and Complaints Management Framework
Date: 26 July 2026 at 10:12 am
To: Info Lal Lal info@lallalwindfarms.com.au

OR

Dear Sir/Madam,

The Trustee writes for administrative record purposes.

The Trustee has recently received information from the **Beneficiary** of the **Owen Robert Inter Vivos Trust** comprising a compilation of correspondence transmitted to Lal Lal Wind Farms Pty Ltd concerning observations of shadow flicker associated with the Lal Lal Wind Farm during June and July 2026.

For convenience, the Trustee attaches that compilation.

The Trustee notes that the **Beneficiary** advises that, as at the date the information was provided to the Trustee, no acknowledgement or response has been received in relation to any of that correspondence. The Trustee records that information as provided by the **Beneficiary** and makes no finding in that regard.

In considering the information received, the Trustee has also considered the documentary framework presently governing complaint management for the Lal Lal Wind Farm.

The Trustee notes that the **Beneficiary's** correspondence was transmitted to **info@lallalwindfarms.com.au**, being the email address identified within the endorsed Complaints Management Plan as a contact point for members of the public to lodge complaints and enquiries.

The Trustee further notes that Condition 7(k)(ii) of Planning Permit PL-SP/05/0461-2 provides that the endorsed Complaints Management Plan is to include:

Immediate acknowledgement of complaints and regular and comprehensive feedback to complainants on actions proposed, their implementation and success or otherwise.

The Trustee also notes that the endorsed Complaints Management Plan provides, amongst other matters, that:

- complaints received by telephone or email are to receive an acknowledgement and initial response within 48 hours (or the next working day);
- the initial response is to acknowledge receipt of the complaint, explain the assessment or investigation process and commit to providing a proposed resolution or an update within five working days;
- where investigation is required, updates regarding the investigation and proposed resolution (if available) are to be provided within five working days, with further updates provided as required until the complaint is closed; and
- complaints are to be recorded within the Complaints Register.

Accordingly, for the purpose of maintaining an accurate and complete administrative record, the Trustee would appreciate clarification regarding the **Beneficiary's** correspondence.

In particular, the Trustee seeks clarification as to:

1. whether the **Beneficiary's** correspondence has been received by Lal Lal Wind Farms Pty Ltd;
2. whether the correspondence has been entered into the Complaints Register;
3. whether the correspondence has been treated as complaints, enquiries, observations or another category of administrative communication;
4. whether acknowledgements have been issued in respect of that correspondence;
5. whether any assessment or investigation has been commenced; and
6. the present administrative status of the correspondence.

The Trustee emphasises that this request is made solely for administrative record purposes and should not be taken as asserting any conclusion concerning planning permit compliance, regulatory compliance or any other legal matter.

The Trustee considers that clarification of the above matters will assist in ensuring that the continuing administrative and evidentiary record accurately reflects both the **Beneficiary's** communications and Lal Lal Wind Farms Pty Ltd's administration of those communications.

The Trustee would appreciate your response at your earliest convenience.

Yours faithfully,

LEWIS TROJAN HORSE PTY LTD (ACN 693 680 509)

as Trustee of the **Owen Robert Inter Vivos Trust**

Shadow Flicker Incidents 2026
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