

Dear Ombudsman WA,

I would be grateful if this correspondence could please be directed to the **Director of Investigations**, as it concerns the procedural handling of my case files and not a new complaint.

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**Dear Director of Investigations,**

I write regarding the reclassification of my original complaint **C/53598** (against the Public Transport Authority) as a “new complaint” **C/54176**, following my correspondence of **24 October 2025**.

I respectfully object to this reclassification and request that your office review this decision on the grounds of **procedural fairness and statutory transparency**.

My email of 24 October was clearly a continuation of C/53598 and a formal **Section 17 request** for investigation, not a new complaint. Reclassification has the effect of resetting the complaint timeline and erasing two and a half months of administrative delay.

I would be grateful if you could clarify:

- 1. Under what provision or internal policy this reclassification authority arises;
- 2. Whether C/53598 is now closed, and if so, on what grounds;
- 3. Whether any investigation under Section 17 of the *Parliamentary Commissioner Act 1971 (WA)* has been commenced; and
- 4. How C/54176 procedurally relates to C/53598.

This clarification is necessary to maintain public confidence in the Office’s record-

keeping integrity and to ensure that complaint statistics accurately reflect procedural timelines in the forthcoming Annual Report.

I acknowledge the workload pressures on your office and appreciate the difficult balance between demand and resources. Nevertheless, transparency in complaint chronology is a statutory obligation, not a resource issue.

Please confirm that this correspondence has been forwarded to the Director of Investigations for review.

Kind regards,

Hanyu Liu

[helloluna520@gmail.com](mailto:helloluna520@gmail.com)

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----- Original -----

**From:** helloluna520 <[helloluna520@gmail.com](mailto:helloluna520@gmail.com)>  
**Date:** Mon, Oct 27, 2025 2:25 PM  
**To:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>  
**Subject:** Re: Clarification regarding Case C/53598 and new file C/54176

Office of the Ombudsman,

Thank you for your email dated 26 October 2025 confirming the creation of a new file (C/54176).

Could you please clarify whether this new file supersedes the existing complaint C/53598, or whether it will be treated as a continuation of that matter under Section 17 of the Parliamentary Commissioner Act 1971 (WA)?

As my correspondence of 24 October requested a formal Section 17 investigation rather than a new complaint registration, I would appreciate written clarification on

how this new file relates to the Ombudsman's statutory obligations in respect of the original case.

Kind regards,

Hanyu Liu

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----- Original -----

**From:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>  
**Date:** Mon, Oct 27, 2025 10:39 AM  
**To:** [helloluna520@gmail.com](mailto:helloluna520@gmail.com) <[helloluna520@gmail.com](mailto:helloluna520@gmail.com)>  
**Subject:** Re: C/54176 - Complaint to the Ombudsman Western Australia

Dear Ms Liu

We are writing to acknowledge your email dated 24 October 2025 in relation to case C/53598.

Based on the new information provided a new complaint file has been opened and will be assigned to a case officer in due course.

Your new complaint reference number is C/54176.

We will contact you again when we have had the opportunity to further consider the information you have provided.

In the meantime, thank you for writing to the office of the Ombudsman.

Yours sincerely

The Office of the Ombudsman



Phone: [\(08\) 9220 7555](tel:(08)92207555)

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

**The office of the Western Australian Ombudsman acknowledges the traditional owners of the land on which the office is located, the Wadjuk Noongar people. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present. The office of the Western Australian Ombudsman takes pride in diversity and equal opportunity. The office stands with the LGBTQIA+ community.**

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----- Original -----

**From:** helloluna520 <[helloluna520@gmail.com](mailto:helloluna520@gmail.com)>

**Date:** Fri, Oct 24, 2025 2:37 AM

**To:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>

**Subject:** Re: Final Notice – Section 17 Investigation Request – Complaint C/53598 (Response deadline: 25 October 2025)

Dear [REDACTED] and the Office of the Ombudsman,

I refer to my emails dated 20 and 21 October 2025, requesting a formal assessment under **Section 17 of the Parliamentary Commissioner Act 1971 (WA)** concerning

the **Public Transport Authority's (PTA)** administrative handling of restrictive practices within its School Bus Services (SBS)

## 1. PTA's "Final Response" confirms systemic breach

On 22 October 2025 I received the PTA's letter dated 20 October 2025 (attached). This letter, prepared in response to the Ombudsman's referral, contains several material admissions relevant to maladministration:

- **Admission of non-review:** "Although SBS did not follow up on the use of the restraint" (page 2) — confirming breach of the 2020 STAP §6.5 requirement for 3-monthly reviews.
- **Retrospective policy amendment:** PTA acknowledges that §7.5 was inserted in July 2024 to require "qualified prescriber" approval — implicitly admitting that the 2022-2024 approval process (during which my sons used harnesses for over 18 months) was non-compliant.
- **Improper delegation of duty:** PTA states "families are responsible for initiating the process" of professional assessment and fade-out planning — a claim that contradicts STAP §6.5 and breaches the *Disability Services Act 1993 (WA)* §12.

These admissions amount to **prima facie evidence of administrative maladministration** as defined in Section 17(1) of the Act.

## 2. Ombudsman's refusal to investigate constitutes procedural maladministration

The Ombudsman's Office has:

- Referred my complaint to PTA on 23 September 2025 without commencing an investigation;
- Provided only voicemail updates (20 October 2025) despite my express request for written communication;
- Failed to respond to two formal Section 17 assessment requests (20 and 21 October 2025).

I appreciate the workload pressures on your office, but the obligations under Section 17 remain applicable where administrative delay or unreasonable conduct is evident.

This continued inaction constitutes **procedural maladministration** under the Act.

### 3. Parallel complaints filed

Given the Ombudsman's failure to act, I have now lodged complaints with:

- **Equal Opportunity Commission WA**
- **Australian Human Rights Commission**

These parallel filings are not duplications but complementary actions addressing the same administrative failures across different statutory frameworks.

### 4. Final request

This is my final request for the Ombudsman to:

- Confirm in writing whether a **Section 17 investigation** has been commenced;
- Provide the **name and position** of the assigned investigating officer;

- Clarify the **procedural basis** for declining to investigate, if applicable.

If no written response is received by **close of business Friday, 25 October 2025**, I will escalate this matter to:

- Director of Investigations, Ombudsman WA
- Parliamentary Standing Committee on Public Administration
- Disability Services Commission
- And provide copies of all correspondence to EOC and AHRC as evidence of systemic oversight failure.

I respectfully remind the Ombudsman that, under Section 17(1), **the duty to investigate is mandatory when evidence of maladministration is apparent**. PTA's own correspondence provides such evidence in writing.

Kind regards,

Hanyu Liu

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----- Original -----

**From:** helloluna520 <[helloluna520@gmail.com](mailto:helloluna520@gmail.com)>  
**Date:** Tue, Oct 21, 2025 1:07 AM  
**To:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>  
**Cc:** Schoolbuses <[Schoolbuses@pta.wa.gov.au](mailto:Schoolbuses@pta.wa.gov.au)>  
**Subject:** Re: Formal Notice — Ombudsman Investigation Request (C/53598)

Dear [REDACTED],

Thank you for your voicemail of 20 October.

As noted in my previous correspondence (20 October email), I have already requested a **formal assessment under Section 17 of the Parliamentary Commissioner Act 1971 (WA)**.

Given that:

- The PTA has not contacted me for over four weeks, and
- There is now a clear pattern of inaction despite multiple follow-ups,

I must reiterate that this matter **meets the threshold for investigation under Section 17(1)**, as the administrative delay by the PTA appears unreasonable and unjust.

Please confirm in writing:

- 1. Whether the Ombudsman's Office has formally commenced assessment under Section 17; and
- 2. The name and position of the officer responsible for this investigation.

For transparency and accountability, I request that **all communication be provided in writing** rather than by telephone.

If no confirmation of formal assessment is received within five business days, I will escalate this matter to the **Director of Investigations** and the **Parliamentary Standing Committee on Public Administration**, on the grounds of procedural maladministration.

For completeness, I have also attached a screenshot of the voicemail information you left today, confirming that [REDACTED] would contact me.



9:53



## < Voicemail

To retrieve a voicemail, first set a password and greeting.

Set Up

**+61 8 9220 7555**

Maybe: Mail Ombudsman

20 October 2025 at 3:02 pm



0:00

-0:26



## Transcription

"Mr ██████████ he was dealing with your complaint. He advised that he will endeavour to get his response out to you close of business today if not tomorrow so they will.

They will provide you with a response. Thank you..."

Was this transcription [useful](#) or [not useful](#)?



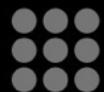
Favourites



Recent



Contacts



Keypad



Voicemail

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Kind regards,

Hanyu Liu

[helloluna520@gmail.com](mailto:helloluna520@gmail.com)

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----- Original -----

**From:** helloluna520 <[helloluna520@gmail.com](mailto:helloluna520@gmail.com)>

**Date:** Mon, Oct 20, 2025 8:13 AM

**To:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>

**Subject:** Re: Request for Formal Assessment — Complaint C/53598 (Public Transport Authority)

Dear [REDACTED],

I am writing regarding my complaint (Ref: C/53598) concerning the Public Transport Authority (PTA) and its handling of restrictive practices used on my two sons on the school bus service.

It has now been more than four weeks since your office referred my complaint to the PTA (23 September 2025). Despite your subsequent voicemail advising that the PTA would contact me “next week,” no contact, acknowledgement, or update has been received to date.

For completeness, I have also attached a screenshot of the voicemail information you left last week.

Given this ongoing lack of action — and noting my prior documented efforts to resolve the matter directly with the PTA — I now respectfully request that your office proceed to a **formal assessment under section 17 of the Parliamentary Commissioner Act 1971**.

Please confirm:

- 1. Whether the PTA has provided any response or update to your office; and
- 2. The next procedural step and the officer assigned to handle this assessment.

For transparency, I have also copied this email to the PTA’s general contact address to ensure there is no further miscommunication.

Thank you for your time and for ensuring this matter is treated in accordance with the Ombudsman’s investigative responsibilities.

Kind regards,

Hanyu Liu

[helloluna520@gmail.com](mailto:helloluna520@gmail.com)

6:38



< Voicemail

To retrieve a voicemail, first set a password and greeting.

Set Up

+61 8 9220 7555

Maybe: Mail Ombudsman

10 October 2025 at 12:57 pm



0:00

-0:16



Transcription

"Good afternoon this is ~~██████████~~ calling from

the Budman's office for Miss Lou. I'm just advising that I've been in contact with the PTA and they will endeavour to contact you next week. Thank you...."

Was this transcription [useful](#) or [not useful](#)?



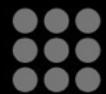
Favourites



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Voice  
mail

----- Original -----

**From:** Hanyu <[helloluna520@gmail.com](mailto:helloluna520@gmail.com)>  
**Date:** Thu, Oct 9, 2025 10:51 PM  
**To:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>  
**Subject:** Re: C/53598 - Complaint to the Ombudsman Western Australia

Dear [REDACTED],

I am writing regarding your email of 23 September 2025, in which you advised that my complaint about the **Public Transport Authority** (PTA) had been forwarded to them for action.

As of today, I have **not** received any contact from the PTA, nor any indication that the matter is being investigated or addressed.

Could you please advise:

- Whether the PTA has provided any update or response to your office; and
- What the next step should be if I continue to receive no contact from them.

Thank you for your time and assistance.

Kind regards,  
Hanyu Liu

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----- Original -----

**From:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>  
**Date:** Tue, Sep 23, 2025 3:15 PM  
**To:** [helloluna520@gmail.com](mailto:helloluna520@gmail.com) <[helloluna520@gmail.com](mailto:helloluna520@gmail.com)>  
**Subject:** Re: C/53598 - Complaint to the Ombudsman Western Australia

Dear Ms Liu

## PUBLIC TRANSPORT AUTHORITY

Thank you for your online complaint form about the Public Transport Authority (**PTA**).

You complain about the PTA's 'maladministration and negligence in the approval, implementation, and ongoing management of a restrictive practice (a safety harness) used on [your] two sons'.

The PTA should be given a chance to resolve these complaints first. To help you, I have forwarded a copy of your complaint to the PTA for it to consider and contact you about. The PTA will also contact us and provide us with a copy of any response to you.

If the PTA does not resolve your complaint, you can contact us again to see if your complaint is something we can investigate.

Thank you for bringing your complaint to the office of the Ombudsman.

Yours sincerely



**Enquiry and Investigating Officer**



Level 2, 469 Wellington Street, PERTH WA 6000

P: [\(08\) 9220 7555](tel:(08)92207555) | E: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

**We acknowledge the traditional owners of the land, from which we operate, the Whadjuk Noongar people. We acknowledge the resilience and the care for culture, land, and waterways that Aboriginal communities throughout the State demonstrate, which makes our society richer. We also take pride in diversity and equal opportunity and stand with the LGBTQIA+ community to eliminate discrimination in all its forms.**

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----- Original -----

**From:** Mail Ombudsman <[mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)>  
**Date:** Thu, Aug 14, 2025 4:01 PM  
**To:** [Helloluna520@gmail.com](mailto:Helloluna520@gmail.com) <[Helloluna520@gmail.com](mailto:Helloluna520@gmail.com)>  
**Subject:** Fw: C/53598 - Complaint to the Ombudsman Western Australia

Dear Ms Liu

I refer to your online complaint form regarding your complaint about the Public Transport Authority.

Your complaint has been assigned the following complaint reference number C/53598. We are currently experiencing a high volume of complaints and are working diligently to allocate your complaint so that it can be progressed.

Once your complaint has been assigned to a case officer, we will contact you again.

In the interim, if you have further information or an update to provide in relation to your complaint, you are welcome to do so by replying to this email.

Yours sincerely

The Office of the Ombudsman



Phone: (08) 9220 7555

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

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