



# Time and Materials Rates FY2026-27

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Financial Year  
2026 - 2027

Valid  
July 1<sup>st</sup> 2026 - June 30<sup>th</sup> 2027

Labour rates for ad-hoc labour delivered outside of fixed price engagements. Service level agreements and discounts available for contracted commitments.

Work Role	Brief Description	Rate
Level 1 Technician	Front line triage, documented run-sheet process, remote hands	\$200
Level 2 Technician	Troubleshooting & incident resolution for end user devices and basic networking	\$230
Level 3 Technician	Infrastructure administration & support, escalated multi-user support	\$260
Project Engineer	Major change, implementation of new infrastructure and services	\$280
Project Manager	Project governance, resource co-ordination, stakeholder management	\$300
Architect / Specialist	Technical architecture, solution architecture or specialised engineering	\$340
Consultant	Advisory services, program management	\$370

## Onsite Charges

Item	Rate
Metro Dispatch	\$160
Regional Dispatch	\$160 per hour of travel (Road)
Travel Time	From time of dispatch
Notes on dispatch and onsite charges:	
<ul style="list-style-type: none"><li>• Travel time is calculated from time of dispatch to onsite arrival</li><li>• Cancellation and late cancellation fees apply:<ul style="list-style-type: none"><li>◦ &lt; 20 hours = minimum hours charge</li><li>◦ &lt; 4 hours = booked estimate time charge</li></ul></li></ul>	

## Definitions

Term	Definition
Dispatch	Co-ordination + call-out
Regional	> 50km from capital city CBD
Business Hours vs After Hours	Onsite: 8:00AM - 5:00PM Mon-Fri (local time) Remote: 8:00AM - 5:00PM Mon-Fri (AEST)
Public Holidays	Remote - based on QLD public holidays Onsite - based on local public holidays

## Minimum Charges

Schedule	Minimum	Increments	Loading
Business Hours (Remote)	15 Minutes	15 Minutes	1 x Labour Rate
After Hours (Remote)	15 Minutes	15 Minutes	1.5 x Labour Rate
Public Holiday (Remote)	15 Minutes	15 Minutes	2 x Labour Rate
Business Hours (Field)	2 Hours	30 Minutes	1 x Labour Rate
After Hours (Field)	4 Hours	30 Minutes	1.5 x Labour Rate
Public Holiday (Field)	4 Hours	30 Minutes	2 x Labour Rate



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## Level 1 Technician

Performs remote hands work activities for field services or 1st level service desk providing front line support, triage and basic IMAC activities. Handles common user issues across desktops, laptops, printers and standard business applications. Follows documented procedures to diagnose and resolve routine incidents, or escalate with complete and accurate information.

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## Level 2 Technician

2nd level technical support responsible for resolving medium complexity incidents across end user devices, applications and basic networking.

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## Level 3 Technician

Also known as 'Systems administrator' or 'Network Administrator'. Support and administration across servers, networking and core platforms. Leads resolution of complex or high impact incidents, performs root cause analysis and supports multi user environments. Delivers routine maintenance, and management of monitoring systems.

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## Project Engineer

Delivers technical components of major changes, predominantly working along side project management through project services engagements. Responsibilities include validation, build, configuration, implementation and documentation of infrastructure, systems, security and SOE.

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## Project Manager

Responsible for end to end project governance including planning, scheduling, risk and issue management, budgetary control and stakeholder communication. Coordinates resources and ensures delivery of agreed outcomes within scope, time and budget. Provides structured reporting and maintains governance throughout the project lifecycle.

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## Architect / Specialist

Provides technical or solution architecture across infrastructure, platforms or specialised domains. Defines high level and detailed designs, ensuring alignment to business requirements, standards and constraints. Validates solutions, guides engineering teams and provides deep expertise in complex or niche areas.

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## Consultant

Advisory role delivering strategic and operational guidance across technology and service domains. Engages stakeholders to assess current state, define target outcomes and develop roadmaps and recommendations. May provide program level oversight and governance to support execution of strategic initiatives or interdependant projects.

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