

THE DIENSTLEISTUNGSSCHECK

The Dienstleistungsscheck (DSL), which is also known as a “Service Voucher”, is an initiative of the Austrian government. The DSL helps employers support domestic workers and legally employ individuals who provide household services.

This work was supported by the International Women’s Association of Graz.



BENEFITS OF USING THE DSL

- Employers can use this tool to handle administrative tasks like tax and social security contributions.
- Employers can hire domestic help more easily and register service providers properly.
- Workers can be sure they are getting appropriate social security coverage.

WHY USE THE DSL?

The DSL:

- provides benefits for households and service providers,
- formalizes the employment processes in the domestic service sector,
- creates a straightforward and legal framework that makes hiring and providing services easier, and
- helps employers and workers comply with labor regulations and social security contributions.

WHO CAN USE THE DSL?

WHO CAN REQUEST SERVICES?	WHO CANNOT REQUEST SERVICES?
<ul style="list-style-type: none">● private households seeking services like cleaning, gardening, childcare● households based in Austria	<ul style="list-style-type: none">● businesses● non-resident households● anyone violating labor laws or regulations or misusing the Dienstleistungsscheck system

WHO CAN PROVIDE SERVICES?	WHO CANNOT PROVIDE SERVICES?
<ul style="list-style-type: none">● individuals legally allowed to work in Austria● individuals registered with authorities to receive payment using service vouchers● individuals with unrestricted labor market access: Austrian citizens, citizens of EU member states, citizens of Switzerland, Liechtenstein, Iceland, and Norway*● people who have been granted asylum and asylum seekers	<ul style="list-style-type: none">● businesses or commercial entities● non-resident individuals● illegal workers or workers with illegal employment arrangements● individuals providing services outside the scope of household services● anyone violating labor laws or regulations or misusing the Dienstleistungsscheck system

*Stay updated: eligibility criteria may change, so refer to [official sources](#) for current information.

THE DLS-ONLINE WEBSITE

You can access the official Dienstleistungsscheck website [here](#). (German only)

If you want to apply for a Dienstleistungsscheck, you can register [here](#). (German only)

HOW DOES THE PROCESS WORK?

1. Employers purchase the Dienstleistungsscheck from authorized vendors. These include:
 - a. the post office
 - b. tobacconist shops (*Trafik* shops)
2. Employers can also assign them to service providers on the DLS-Online website or in the DLS application on their phone.
3. The Dienstleistungsscheck is given to service providers as payment.
4. The service provider receives notifications by email from employers inviting them to enter an employment relationship.
5. The service provider accepts or declines invitations through DLS-Online.
6. Vouchers are used to document the provision of services and compensation.

REQUIREMENTS

- Both the service provider and the employer need a European bank account.
- Both the service provider and the employer must register on DLS-Online or have filed a DLS application.
- Before employment, workers must present their e-card to employers to prove work authorization.



HOW DOES THE WORKER CASH IN THEIR DIENSTLEISTUNGSSCHECK?

They either have the Dienstleistungsscheck:

- in print, given to them by their employer or
- stored in their account on the website.

A worker can cash in a digital Dienstleistungsscheck by clicking on “elektr. DLS einlösen” (cash in digital DLS) on the website. They select one of the cheques stored in their account and submit it. The money is transferred to their bank account shortly after.

A worker can cash in a printed Dienstleistungsscheck by clicking on “physische DLS einlösen” (cash in DLS in print) on the website. They type in the serial number into their account or scan the barcode. It can be submitted after entering the necessary information like employer, date of work, etc..

Download the DLS app to your smartphone here:

