

משרד העלייה והקליטה

The Ministry of Aliyah and Integration



ENGLISH

מדריך לעולה

Guide for the New Immigrant

13th Edition



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Ministry of Aliyah and Integration

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הודפס על ידי המדפיס הממשלתי

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Introduction

Welcome to Israel! You are about to begin a process that will change your and your family's life. When you receive new-immigrant status, you also become an Israeli citizen, with all of the rights and obligations that Israeli citizenship confers. In order to assist you during the absorption period, The State of Israel offers you a variety of benefits. This guide illustrates and explains the procedures that you must follow during your initial absorption in order to receive the assistance to which you are entitled.

While this guidebook is essentially an introductory overview, it is backed by a series of more detailed booklets on education, housing, military service, employment, health care, National Insurance, and ulpan study. See the order form at the back.

The Ministry of Aliyah and Integration provides the greater part of assistance to new immigrants, along with other Government ministries and bodies such as the municipal authorities, institutions of higher education, and the Israel Defense Forces.

In order to improve service and ease the absorption process, the Ministry of Aliyah and Integration provides assistance on an individual and comprehensive basis through personal absorption counselors. Together with your counselor, you will construct an individual absorption track for yourself and your family tailored to your needs.

Your counselor will guide you and your family through each stage of absorption, monitors the implementation of your rights, and is available for telephone consultation as needed. Your counselor will also refer you to other bodies such as municipal authorities, the National Insurance Institute, schools, and sources of assistance.

During the initial stages of absorption, your personal absorption counselor will provide you with a detailed explanation of the financial assistance available during your first half-year in the country, such as the Absorption Basket or National Insurance allowances. Your counselor will also offer guidance on necessary procedures that you must undertake immediately following your arrival in Israel.



During the next stage, you will be able to schedule appointments with your counselor in order to plan your absorption together, to ask questions, and to receive guidance and various forms of assistance. Further, your counselor will give you a personal access code that will enable you to go online to check your rights to financial and other assistance.

Once you have completed ulpan study, until the conclusion of your first year, your personal absorption counselor can help you to devise an employment strategy and can arrange referrals to potential employers and investigate your eligibility for assured income during the period of your job-search or study in a course.



NOTE: This is the thirteenth edition of this booklet, and hereby nullifies all other editions. The information contained here is a general guide only, and does not confer eligibility for any type of assistance or benefit. Details and regulations are subject to change. Before undertaking any action based on this information, be sure to ascertain the rights and benefits to which you are entitled.

The information in this guidebook is based on data provided by various official sources. In case of any error, alteration, or discrepancy between the information presented and the laws and regulations of official bodies, the laws and regulations of the official bodies will prevail.



Receiving Information Prior to Aliyah



Moving to a new country, and adapting to a new language and culture, is an exciting, complicated, and sometimes difficult experience. In order to make your aliyah and absorption processes easier, it is recommended to prepare yourself with as much information as possible. We urge you to make use of all resources at your disposal, both informal and official, during all stages of your aliyah preparation.

The Publications Department of the Ministry of Aliyah and Integration

The Publications Department offers a variety of informational booklets and pamphlets for new immigrants as well as potential immigrants. The majority is available in English, as well as in Russian, Spanish, and French. A smaller number is in Hebrew for the use of absorption workers. You will find a list of available publications in English, as well as an order form, at the back of this booklet. You can also contact the Department at Fax: (02) 6241585 or wlaura@moia.gov.il for English publications. The publications can also be viewed on the Ministry of Aliyah and Integration website, www.klita.gov.il.

The Ministry of Aliyah and Integration Website

The Ministry of Aliyah and Integration website contains information on all types of services offered by the Ministry to both new immigrants and returning residents. Information is in Hebrew, English, Russian, Spanish, and French. Visit the website: www.klita.gov.il.



In North America and the UK

In North America, the Nefesh B'Nefesh organization works in conjunction with the Jewish Agency to promote aliyah and to offer support, information, guidance and assistance to those wishing to



immigrate. Nefesh B'Nefesh also offers assistance and services to immigrants from the UK. For more details, contact Nefesh B'Nefesh or the Jewish Agency. See Useful Addresses.

The Jewish Agency

The Jewish Agency Aliyah and Absorption Division offers information and counseling services to persons interested in making aliyah. There are a number of channels for information.

The Jewish Agency Global Service Centers offer information via telephone or internet to persons interested in aliyah via 35 toll-free telephone numbers throughout the world or an online application form (see Useful Addresses). It is also possible to make an appointment with a Jewish Agency representative or shaliach, as well as open an aliyah file, receive assistance filling out online aliyah forms, and help changing status in Israel (Jerusalem only).

Services are available from Jewish Agency Aliyah Centers and Departments throughout the world. Aliyah shalichim, who represent the Jewish Agency overseas, can advise on aliyah preparations and offer assistance such as arranging a short- or long-term visit to Israel, as well as devising an absorption plan, verifying types of assistance, and processing aliyah paperwork. For a complete list of aliyah shalichim visit the Jewish Agency website: www.jewishagency.org. The Jewish Agency also organizes aliyah fairs at which it is possible to meet with Agency and Government representatives and prospective employers. For information, visit the Jewish Agency website.

See Useful Addresses for more information.

Information Fairs

The Jewish Agency operates information fairs abroad that offer a variety of information about life in Israel and other topics. Participants at such fairs can meet with representatives of the Jewish Agency as well as representatives of the Israeli government, local authorities, companies seeking employees, and more. Information about fairs is



available from Jewish Agency shlichim, offices, the Global Center, and from the Jewish Agency website: www.jewishagency.org/aliyah.

Other Sources of Information



It is advisable to solicit information from as many people as possible. Contact family, friends, and even friends of friends in Israel, and learn from their experiences and mistakes. Write to potential employers, colleagues, and business associates. Try to find out in advance if you can realistically expect to continue working in your current occupation in Israel, or if you should begin to consider some changes. At the same time, keep in mind that everyone's experiences are different. Remember, as well, that official information can only be relied upon when it is from an authorized source. It may also be helpful to contact the immigrant association serving new immigrants from your country of origin. Ultimately, you will draw your own picture of life in Israel, what it can offer you, and what you yourself can bring to it. In the beginning, however, input from others can be of great help.



What to Investigate before Aliyah

Information affecting your initial absorption period:

- Assistance for covering travel expenses.
- Assistance from Nefesh B'Nefesh (immigrants from North America and the UK). Consult with Nefesh B'Nefesh for more information.
- Absorption programs within the framework of various special projects, kibbutz ulpan, or *Bayit Rishon BeMoledet* (First Home in the Homeland).
- Aliyah within the framework of a program of the Ministry of Aliyah and Integration and the Jewish Agency, including higher education, or professional training and retraining.
- Governmental health insurance and other forms of medical services.
- Residence in an absorption center, rental of an apartment on the private market, or residence in a rural absorption framework, such as kibbutz ulpan.

General information affecting long-term absorption:

- Employment possibilities, career and investment opportunities, possibilities for professional retraining.
- Study trends and educational options for children.
- Choices in community and lifestyle.
- Housing options and their costs.
- Military service options and shortened service for new immigrants.
- Finances and income, including foreign currency regulations, salaries, concessions on income tax and other taxes, and taxes on income from abroad.
- Higher education options and Student Authority assistance.





NOTE: If you reside in Israel prior to aliyah, either as a temporary resident or with any other status, for a period of either one continuous or cumulative year, this may affect your eligibility for benefits or assistance. Check with the Ministry of Aliyah and Integration or an aliyah representative abroad for details.

Pre-Aliyah Service: Easing Licensing Procedures for Regulated Professions by Investigating Eligibility in Principal Prior to Aliyah

In order to ease the process of receiving a professional license in regulated professions, the Ministry of Aliyah and Integration together with the Ministries of Health, Economy, and Education, operates an on-line system that enables professionals to begin administrative procedures while still overseas prior to aliyah.

An on-line form enables professionals to submit documents for authorization in principle for a profession that requires licensing in Israel. It is necessary to provide pertinent details and attach required documents and permits according to the profession. Following assessment of the documents and receipt of authorization in principle, once in Israel new immigrants can then begin licensing procedures as necessary.

Pre-aliyah assessment of eligibility for licensing in Israel is for the following professions only:

Health

- Physicians with more than 14 years' experience
- Physicians who complete medical studies overseas and worked in the profession
- Physicians who complete medical studies overseas but did not complete an internship
- Dentists
- Dental technicians
- Nurses



- Pharmacists
- Pharmacists' assistants
- Psychologists
- Optometrists
- Speech therapists
- Nutritionists/dieticians
- Physiotherapists
- Occupational therapists
- Medical laboratory workers/senior workers
- Recognition of academic medical laboratory workers
- Medical laboratory managers
- Clinical criminologists
- Clinical geneticists
- Hypnotists

Industry

- Architects
- Construction & Electrical Engineers
- Electricians

Education

- High School Teachers
- Junior High School Teachers
- Primary School Teachers
- Kindergarten (Preschool) Teachers

NOTE: The above is only a partial list of the professions that require licensing in Israel, and pertains only to pre-aliyah assessment only.

For more information about investigating eligibility prior to aliyah, visit <http://www.moia.gov.il/Pages/he-professional1.aspx>. Information is also available on the Ministry of Aliyah and Integration website: www.klita.gov.il.



Assistance from the Jewish Agency

New immigrants may be entitled to various types of assistance from the Jewish Agency. For more information, contact the Jewish Agency or consult with an aliyah shaliach.

Airline Tickets

New immigrants entering Israel for the first time with a new-immigrant visa may be eligible for airline tickets and an excess-baggage-weight benefit from the Jewish Agency, following confirmation of eligibility. For more information, consult with the Jewish Agency.

Extra Baggage Weight

New immigrants may be permitted extra baggage weight on luggage according to conditions of agreements with specific airlines. Additional information is available from Jewish Agency Aliyah Centers and Departments. Immigrants arriving on Nefesh B'Nefesh group or charter flights should check baggage regulations with that organization's representatives.

Community Aliyah and Absorption

The Jewish Agency together with the Ministry of Aliyah and Integration may assist potential immigrants to form a group while still overseas and to make aliyah together. Participants in group-aliyah programs can be eligible for extra assistance and benefits for new immigrants. For more information, consult with a Jewish Agency shaliach and visit the Jewish Agency website.

Babayit Beyahad



"Babayit Beyahad" is a program for fast and easy absorption of immigrant families by linking veteran Israelis to new-immigrant families, students, and soldiers.



Following are areas of assistance offered within the framework of the program:

1. "Absorption Colleague" – an "absorption colleague" can help with initial arrangements such as opening a bank account, registration for kindergarten and school, and assistance in utilizing rights and benefits. An "absorption colleague" can also help to familiarize new immigrants with their new surroundings and assist with integration in their new home.
2. "Vocational Colleague"- new immigrants who have completed initial arrangements in Israel can benefit from a "vocational colleague" who speaks their language. A "vocational colleague" can help prepare a Hebrew curriculum vitae (C.V. --resume), and can introduce a new immigrant to the appropriate professional body as well as relevant job-search resources.
3. Assistance in other Areas - Numerous volunteers assist new immigrants in various other ways, such as practicing Hebrew, familiarization with current events, help with children and assistance with homework, translating documents, computer studies, and more.
4. "Guiding Israeli Family"- a connection between an established Israeli family and new immigrants can contribute greatly to absorption. Immigrants can choose to be matched with an Israeli family that lives in their vicinity and celebrate holidays and Shabbat with them, enjoy hikes and excursions together, and benefit from social and interpersonal support. An Israeli family can help new immigrants gain an understanding of Israeli society from the inside. Connections are based whenever possible on mutual language, community, profession, ages of family members, and interests.

Employment Assistance

The Jewish Agency offers vocational assistance both prior to and following aliyah, including:

- Assistance and guidance to potential immigrants in translating and verifying professional and/or academic documents.



- Providing important information to potential immigrants, including information about documents, relevant dates of exams, and more.
- Making connections between potential immigrants and relevant contact persons in Israel, including persons in the same professional field.
- Acting as an agent between a potential immigrant and various institutions regarding inquiries, requests, and clarifications concerning their aliyah.

Following aliyah, the Jewish Agency can provide guidance and counseling about the first steps in finding work, about licensing procedures, and more.

Sending a Shipment (Lift)

The Jewish Agency and Nefesh B’Nefesh do not assist in transporting immigrants’ shipments to Israel. The choice of a company and responsibility for paying charges, insurance, etc. falls on each individual immigrant. The Jewish Agency, Nefesh B’Nefesh, and the aliyah shlichim are not responsible for the level of professionalism or reliability of the shipping companies in packing or transporting goods.

New immigrants must pay Customs duties on all non-exempt items, such as electric household appliances. See also the section on Customs.

Be sure to check:

- The costs of storage of goods at Haifa and Ashdod ports, and eligibility for any type of discount.
- The suitability and/or usefulness in Israel of the items you wish ship. Keep in mind the size of the average Israeli apartment.
- Check the cost of shipping and the cost of equivalent items in Israel, as well as rights to Customs and VAT exemptions for these items.
- Investigate the best way to divide belongings between air freight and ocean freight according to your initial type of residence (absorption center, rental apartment, etc.).



Be sure to prepare all documentation that will enable you to secure quick release of your lift. This includes:

- Bill of lading.
- Insurance policy.
- At least 5 copies of inventory detailing the manufacturer, model number, and value of electrical appliances.
- *Te'udat oleh*.
- Passports of both spouses.

Remember to bring important documents to Israel with you in your hand luggage!

A Word About Documents



During your first weeks in Israel, you will constantly be dealing with officials requiring photographs and various documents. **It is crucial that you bring all important documents and certified photocopies in your hand luggage on your flight. Do not put them in your check-through luggage or your lift.** Valuable papers can be irretrievably lost this way. Remember that you should use original documents for presentation purposes only. Be sure to have plenty of photocopies of any documents you may have to supply. **NEVER** give original documents to anyone!

Always ascertain exactly the documents you need to present at each office.

Among the documents you should include are:

- **Personal Documents:** birth certificates, marriage licenses, *ketubah*, and other relevant legal documents, with photocopies certified in the country in which they were issued.
- **Professional and Academic Documents:** degrees, diplomas, professional licenses, resumes, letters of recommendation, portfolios, etc. (Letters of recommendation should contain particulars about the length of time at each job). Documents must be certified in the country in which they were issued.



- **Health-related documents:** medical records, prescriptions, etc.
- **Aliyah-related documents:** aliyah shaliach's letter (when applicable), lift documents (bill of lading, insurance policy, inventory list).
- **Photographs:** Remember to bring many passport-sized photos of each family member.
- **Children's school records.**



Visas and Status

Assistance from the Ministry of Aliyah and Integration and other bodies is according to three basic criteria:

Immigrant Status:

- new immigrant (*oleh hadash*)
- child of immigrants (*ben olim*)
- returning minor (*katin hozer*)
- immigrant citizen (*ezrach oleh*)
- returning resident (*toshav hozer*)

Family status:

- single immigrant (*oleh yichid*)
- immigrant couple or family (*mishpachat olim*)

Age:

- minor child of immigrants (*ben olim katin*)
- adult child of immigrants (*ben olim boger*)
- elderly immigrant (*oleh kashish*)

Visas

New Immigrant

A new immigrant (*oleh hadash*) is an individual who immigrates to Israel at age 17 and up, and who receives “new immigrant” status from the Population and Immigration Authority (*Reshut HaUchlusin VeHaHagira*) according to the 1950 “Law of Return.”

Obtaining New-Immigrant Status

Overseas –to arrange for new-immigrant status overseas, consult with an office of the Jewish Agency, which will open an “aliyah file”



on your behalf and advise you on necessary procedures. Following the completion of all procedures, the Jewish Agency arranges for new-immigrant status through the Israeli Consulate. In most cases, the new-immigrant visa is ready upon entering Israel. Persons in locations that lack representation should contact the Jewish Agency Global Center in Israel. See Useful Addresses.

Note that there is a fee according to family size for opening an aliyah file.

In North American and the UK potential new immigrants can also contact the Nefesh B'Nefesh organization, which works in conjunction with the Jewish Agency to promote aliyah and to offer support, information, guidance and assistance to those wishing to immigrate. See the section on Nefesh B'Nefesh above.

In Israel – An individual who arrives in Israel as a tourist and is eligible for new-immigrant status according to the Law of Return must go to the Population and Immigration Authority (*Reshut HaUchlusin VeHaHagira*) and request a change of status.

In order to ascertain the necessary documents and procedures, contact the Population and Immigration Authority for more information: www.piba.org.il. See Useful Addresses for more details.

Following receipt of new-immigrant status, it is necessary to open a bank account at any of Israel's commercial banks. Then make an appointment to present authorization of opening the account, and of a cash deposit (of at least 1 shekel to activate the account) to a personal absorption counselor and documentation and eligibility counselor at the Ministry of Aliyah and Integration.

Assistance to New Immigrants

New immigrants are entitled to various forms of assistance according to the laws and regulations of the relevant Government ministries. Once an immigrant has received assistance, it is listed



in the *te'udat oleh* (immigrant's certificate) and periodically entered into the Ministry of Aliyah and Integration's computerized record.



Child of Immigrants

A child of immigrants (*ben olim*) is a single individual up to the age of 21 who makes aliyah together with their parents, or within a short time of their parents' aliyah. A child of immigrants is listed in the family's *te'udat oleh*.

Children of immigrants are further classified according to age:

- **An adult child of immigrants** is a single person between the ages of 17-21 who receives new-immigrant status together with their parents, or within one year prior to, or one year following, the parents' aliyah.
- **A minor child of immigrants** is a single person below the age of 17 who receives new-immigrant status within one year prior to, or following, the parents' receipt of new-immigrant status.

Assistance to Children of Immigrants

Assistance to children of immigrants is according to age at the time of receipt of new-immigrant status.

A minor child of immigrants receives the majority of assistance together with the family. The remainder of assistance depends on the recipient's age at the time of aliyah.

Immigrant Minor

An immigrant minor (*oleh katin*) is an individual who meets one of the following criteria:

- Immigration to Israel between the ages of 14-17, without parents, and either receives new-immigrant status from the Population and Immigration Authority, or eligibility for assistance as a new immigrant from the Ministry of Aliyah and Integration.



- Immigration before the age of 14, participation in a residential program framework under the auspices of the Jewish Agency or Youth Aliyah from the first year following aliyah until a minimum age of 17, and whose parents do not immigrate to Israel during this time period. Immigrant minors in this category can receive assistance from the Ministry of Aliyah and Integration only following their 17th birthday. Prior to their 17th birthday, assistance is through the program framework.
- An immigrant minor who is not in a residential framework may be eligible for the Absorption Basket according to age and to whether they have an appointed legal guardian. Immigrant minors may receive other forms of assistance following completion of high school studies. An immigrant minor who is not eligible for an Absorption Basket should consult with a personal absorption counselor.

Note that most assistance to immigrant minors is similar to that given to all other immigrants; however, the duration of the period of eligibility for certain types of assistance may differ.

Immigrant Citizen

An immigrant citizen (*ezech oleh*) is age 17 and up, born overseas to an Israeli citizen, and according to the law is entitled to automatic citizenship because of the Israeli parent, and would be eligible for immigrant status according to the Law of Return if they did not already hold Israeli citizenship.

An immigrant citizen between the ages of 14-17 at the time of receiving status receives benefits and assistance as an immigrant minor (*oleh katin*). See above.

Assistance to Immigrant Citizens

Note that receipt of immigrant-citizen status is for the purpose of assistance and benefits from the Ministry of Aliyah and Integration, the Customs Authority, and the Ministry of Construction and Housing only. Assistance from other bodies is according to criteria and regulations that may differ. For details, check with the relevant bodies.



Eligibility for assistance begins on the date of the first issuance of an Israeli *te'udat zehut* by the Population and Immigration Authority, or the date of issuance of a *te'udat zeka'ut* by the Ministry of Aliyah and Integration, whichever date is the earliest.

In order to receive immigrant-citizen status the following documents are required:

- Passport with visa, or other official documents that testify to length of stays in Israel.
- Up-to-date identity card (*te'udat zehut*).
- Two passport photos.

Stays in Israel that Do Not Affect the Period of Eligibility

- Visits of less than four months within one calendar year.
- Compulsory service in the Israel Defense Forces or in National Service (*Sherut Leumi*) and an additional four months prior to the period of service and up to two months following the period of service. This period is not considered a return to Israel, even if the individual receives a *te'udat zehut* from the Population and Immigration Authority.

An immigrant citizen who holds an Israeli passport must report to an IDF induction center, and request either an exemption or deferral of IDF service.

Returning Minor

A returning minor is a citizen or resident of Israel who left Israel with their parents before age 14, or joined a parent overseas, and returned at age 17 or over. A returning minor must also fulfill the following conditions:

- A. Residence overseas with parents for at least four consecutive years.



The four-year period is not affected by:

- Visits of less than four months within a calendar year.
- Residence in Israel for a period of 12 continuous months (except for overseas stays of up to 4 months during the 12-month period, consecutive or cumulative,) are not considered a return to Israel, when 4 of the months are for ulpan study, or at least 6 are for volunteering on a kibbutz or 6 months of study at one of the frameworks listed below:
 - primary school, high school, college, institution of higher education
 - yeshiva, institute of Jewish studies
 - Institute for overseas Jewish counselors
 - study program or pre-army program of the Jewish Agency or youth movement

All of the above are on condition of an additional 4 years of residence overseas.

- B. Reporting to an IDF induction center, and receipt of either authorization of reporting for induction, or certification of exemption from service.

Those exempt from obtaining authorizations from the army include:

- Women age 21 and up.
- Married women or mothers of children.
- Men age 32 and up (except physicians and dentists).

NOTE: The categories of exemption from military service, and the conditions for exemption, are subject to change. Check with a personal absorption counselor for updated information.

- C. Neither of a returning minor's worked overseas for an Israeli employer, whether private or public, for the five years prior to



the return to Israel. This includes employment by any of the following:

- The State of Israel
 - Governmental authorities including government companies
 - The World Jewish Federation or bodies associated with it.
 - The Jewish Agency
 - Keren Kayemet
 - Keren Hayesod
 - The United Jewish Appeal
 - Israel Bonds
 - Any private or public Israeli employer, including companies registered overseas.
- D. An individual is not considered a returning minor if one or both parents worked abroad for an employer with the same name as that for which they worked in Israel, or for the same employer, with the exception of a minor who resides overseas for more than 10 years, or joins the IDF / National Service within a year of return to Israel, on condition that their period of eligibility commences from the date of conscription.



Supply the following documents for returning-minor status:

- Verification of reporting to an IDF induction center, or authorization of deferral or exemption from IDF service.
- Up-to-date identity card (*te'udat zehut*).
- Passport stamped with date of departure from Israel prior to the age of 14.
- Passport or other official documents attesting to continuous residence overseas, such as verification of studies, annual report cards from primary school, high school, institution of



higher education or yeshiva, diplomas, official authorizations from income tax or national insurance authorities overseas, etc. It is also necessary to present documents that attest to parents' residence overseas while the returning minor was between the ages of 14-17.

- Documentation of parents' employment.
- Passport (or other official documents) stamped with the parents' date of departure from Israel.
- Two passport photos.
- Persons that studied in Israel or participated in one of the programs listed above must provide authorization attesting to the period of stay.

Assistance from the Ministry of Aliyah and Integration to immigrant minors who remain in Israel on their own is in most cases similar to that to adult immigrants. If the parents arrive on aliyah, the immigrant minor then becomes part of a family of returning residents. Consult with a personal absorption counselor for details. Check with the Ministry of Housing, the Customs Authorities, and other bodies for details on eligibility for assistance from these bodies.

Note: Procedures for a returning minor prior to aliyah are similar to those for a new immigrant. Therefore it is recommended to contact the nearest office of the Jewish Agency and to provide the necessary documents. In countries that lack a representative of the Jewish Agency, contact a Jewish Agency Global Center.

Returning Resident

A returning resident (*toshav hozer*) is an Israeli citizen who resides overseas for at least two years.

A returning resident who dwells overseas for at least 10 years can be eligible for income-tax concessions in addition to the benefits listed below.



Conditions for Receiving Assistance

- Israeli citizenship
- Overseas residence of at least two years.
- Any visits to Israel were less than four consecutive or cumulative months per year during each year prior to return to Israel.
- Neither spouse nor parents served overseas as public emissaries for the five years prior to return to Israel. This includes serving as an emissary for the State of Israel, a Government company, the World Zionist Federation, the Jewish Agency, Keren Kayemet, Keren Hayesod, or Israel Bonds.
- A returning-resident scientist can be eligible to receive assistance from the Center for Absorption in Science on condition of overseas residence of at least five years.
- A returning resident who requests assistance for business entrepreneurship can be eligible on condition of overseas residence of at least three years.
- A returning resident who received assistance from the Ministry of Aliyah and Integration in the past can receive assistance again as a returning resident once only, with the exception of assistance as a scientist and loans for entrepreneurs, according to the following regulations:
 - 10 years have passed since receiving the original assistance.
 - the returning resident resided overseas for at least 6 years.

In most cases, the age at which a returning resident can receive assistance is 17, with the exception of Customs concessions.

Ministry of Aliyah and Integration Assistance to Returning Residents

In most cases, a returning resident must be over the age of 17 in order to receive assistance, with the exception of Customs concessions. Assistance includes:

- Assured-income allowance for the first months following return.
- Vocational assistance.



- Absorption of returning scientists.
- Assistance to lone soldiers.
- Assistance to entrepreneurs starting a business.



Other forms of Government Assistance

- Housing – mortgages and rental subsidies to those who meet eligibility requirements of the Ministry of Construction and Housing.
- Customs concessions.
- Benefits from the National Insurance Institute.

Present the following documents for requesting returning-resident status:

- Passports of each spouse that verify residence of at least two years overseas prior to return.
- Two passport photos.
- Up-to-date identity card (*te'udat zehut*).
- A divorced individual with children, who requests returning-resident status, must present court rulings granting legal custody of the children, or a notarized declaration of custody agreements between the parents issued overseas.
- A married individual who returns to Israel without their spouse, when the spouse is also Israeli, and who brings along the couple's children, must present a notarized declaration, or a declaration witnessed by the Israeli consulate, attesting to the spouse's consent to bringing the children to Israel.

The period of eligibility for applying for assistance as a returning resident is 24 months from the date of entering Israel. More information about assistance and benefits to returning residents is on the Ministry of Aliyah and Integration website.



Israel Houses

The Ministry of Aliyah and Integration operates Israel Houses through Israeli embassies and consulates in 14 locations overseas. Israel Houses enable Israelis living abroad to receive information and counseling about returning to Israel, including information about rights and benefits, and assistance with paperwork. For more information visit the Ministry website.

Temporary Resident (A/1)

The Population and Immigration Authority grants temporary-resident status to one who is eligible for new-immigrant status, but prefers to reside in Israel as a temporary resident. Holders of temporary-resident visas are not entitled to assistance from the Ministry of Aliyah and Integration. Temporary residents should check assistance such as Customs concessions, reduced acquisition tax on apartments, and discounts on income tax, with the relevant bodies. In most cases, temporary residents are eligible for Jewish Agency assistance during the initial absorption period, and for Hebrew ulpan in an absorption center or kibbutz ulpan, provided they register prior to aliyah through an aliyah shaliach. Note that regulations regarding assistance to temporary residents are liable to change in the future.



NOTE: Time spent in Israel on a tourist visa, or any other temporary visa, may result in either decreased eligibility or complete nullification of eligibility for assistance from the Ministry of Aliyah and Integration and the Ministry of Housing. Calculation of cumulative residence in Israel is based on the seven years prior to change of status to new immigrant. An individual who resides in Israel for an extended period prior to the 7-year period is likely to receive a classification as an "immigrant with an extended period of benefits." Be sure to check with a local aliyah shaliach, or with the Ministry of Aliyah and Integration for details.



Personal Status

Immigrant Family

An immigrant family (*mishpachat olim*) is one of the following:

- A family in which all members hold new-immigrant status,

OR

- A family in which one spouse is a new immigrant, immigrant citizen, or returning minor, and the other a veteran Israeli, and any children were born overseas.

Assistance

A family in which both spouses are new immigrants receives assistance as a family unit, as well as assistance to individuals, such as vocational courses.

A family in which one spouse is a veteran Israeli, and meets the conditions for immigrant families as outlined above, is usually eligible to receive housing assistance as an immigrant family. Other types of assistance depend on the personal eligibility of each spouse. Consult with the Ministry of Aliyah and Integration for details.

Documents Required For Immigrant-Family Status

Required documents depend on each spouse's status, e.g., new immigrant, returning minor, etc. See the relevant sections above for details.

Single-parent Family

A single-parent family (*mishpacha chad-horit*) is one in which there is one parent and at least one child below the age of 18.

A single-parent family is usually entitled to increased assistance from the Ministry of Aliyah and Integration, to various types of allowances from the National Insurance Institute, increased housing assistance, and discounts on various fees. Consult with a personal absorption counselor for information.



Single Immigrant

The status of a single immigrant between the ages of 17-21 is changed to "child of immigrants" if their parents make aliyah within one year prior to, or one year following, the single immigrant's aliyah, and they are incorporated into the family's *te'udat oleh*.

Elderly Immigrant

An elderly immigrant (*oleh kashish*) is a new immigrant, or an individual with rights as a new immigrant, of pension age as defined by the National Insurance Institute, or older. For details, consult with an aliyah shaliach overseas, or with the Ministry of Aliyah and Integration or National Insurance Institute in Israel. See Useful Addresses.

Note that Customs Authority regulations may differ from those of the Ministry of Aliyah and Integration. Consult with the Customs Authority for details.

The Period of Eligibility for Assistance

The specific time-period within which new immigrants receive various forms of assistance is the 'period of eligibility' (*tekufat zeka'ut*). This period begins from receipt of new-immigrant status or eligibility as a new immigrant.

"Freezing" or Extending the Period of Eligibility

Under certain circumstances, the period of eligibility may be "frozen" for a specific length of time, and extended beyond the regular period of eligibility. These circumstances include:

- Regular, compulsory service in the Israel Defense Forces or National Service (*Sherut Leumi*). The period of eligibility resumes following completion of service.
- Residence overseas for more than 6 continuous months. The period of eligibility for some forms of assistance is frozen for the duration of residence overseas. This guideline applies as well to immigrant minors and immigrant citizens.



- In most cases, students accepted for regular studies at a recognized institution of higher education or post-high-school education receive extensions of the period of eligibility.

Extending the period of eligibility is not automatic. In order to request an extension, bring documents attesting to continuation of military service or residence overseas to an office of the Ministry of Aliyah and Integration.

Note that the “freezing” of the period of eligibility does not apply to assistance from the Ministry of Housing. Note also that extensions of eligibility do not necessarily apply to assistance from the National Insurance Institute, on discounts on the acquisition tax when purchasing a home, and to benefits from other government bodies. Extension of the period of eligibility for customs concessions is according to Customs Authority guidelines. Be sure to check your eligibility in each case with the appropriate source.

NOTE: Every visit to Israel is considered a period of residence. Successive visits that are not separated by at least six months of residence overseas are considered as continuous residence in Israel.

For more information regarding rights following a stay overseas, consult with the Ministry of Aliyah and Integration, a branch office of the National Insurance Institute, the Customs Authority, and with the Ministry of Housing (or a mortgage bank). See Useful Addresses. You can also visit the websites of these bodies. Be sure to keep in mind that information is only binding when confirmed in writing, or by an official representative of the relevant body. It is recommended to verify eligibility for all types of assistance while still overseas by consulting with an aliyah shaliach at the nearest Aliyah Center or Department. Be sure also to check the documents you will need.

Period of Eligibility for Those Who Change Status in Israel

Because the assistance from the Ministry of Aliyah and Integration is designed to help during the initial period of absorption in the country, length of stay on a tourist or other visa, prior to receiving



status as a new immigrant, affects eligibility for assistance as follows:

- Persons in Israel for a continuous or cumulative period of less than 3 years within the seven years prior to the date of receiving new-immigrant status, or eligibility as a new immigrant are, in most cases, eligible for a full period of rights.
- Persons in Israel for a continuous or cumulative period of 3-5 years within the seven years prior to receipt of immigrant status or eligibility as a new immigrant, in most cases are eligible for partial assistance as a new immigrant for one year, and for housing assistance for three years.
- Persons in Israel for more than five years out the seven preceding the date of receipt of immigrant status or eligibility as a new immigrant, are in most cases ineligible for assistance.
- Eligibility for the Absorption Basket is only for those who have just made aliyah. Persons who reside in Israel for more than 24 consecutive or cumulative months during the three years prior to receipt of new immigrant status, are generally not eligible for the Absorption Basket.
- Persons who convert to Judaism in Israel, and reside in Israel for more than 30 continuous or cumulative months for the three years prior to receiving new-immigrant status, are generally not eligible for the Absorption Basket.

NOTE: The above information does not apply to Customs concessions. For more information, see the section on Customs concessions, visit the Customs website, or contact the nearest Customs Authority office. See Useful Addresses.



Financial Assistance

The Ministry of Aliyah and Integration, the National Insurance Institute, the Ministry of Housing, and other Governmental bodies provide financial assistance to new immigrants during their first few years in the country. Immigrants receive direct assistance in the form of grants such as the Absorption Basket (*sal klita*,) and subsistence allowances (*dmei kiyum*). Assistance is also indirect through various benefits and discounts, including Customs concessions, income tax concessions, reduced acquisition tax on apartments, and discounts on municipal taxes.

The Ministry of Aliyah and Integration provides the largest portion of assistance during the first year following aliyah. The goal of the assistance is to provide a means of support during the initial period of residence in Israel while new immigrants are in ulpan study or vocational courses designed to help integration into the job market. Immigrants that remain unemployed beyond the first year may be eligible for unemployment compensation or assured income from the National Insurance Institute.

A brief list of the types of assistance provided to new immigrants is featured in the section entitled "Assistance from the Ministry of Aliyah and Integration." Detailed explanations are contained in the individual chapters.

Financial Assistance for Initial Absorption

During your initial absorption period, you will deal with learning a new language and adjusting to a new society. The following forms of assistance are available to help ease this period:

- Absorption Basket
- Child Allowances
- Special Old Age Pension (for elderly immigrants without any source of income).
- Assured Income (Unemployment Compensation) following the final Absorption Basket payment until the end of the first year.



- Assured Income for those unable to work
- Income Supplements for those with low income
- Discount on property tax (*armona*) for one year among the first two years following aliyah (in accordance with regulations of the specific municipal authority).

The Ministry of Housing and Construction provides housing assistance directly to new immigrants from the 13th month following aliyah.

The Absorption Basket

The Absorption Basket (*sal klita*) is financial assistance to aid new immigrants with initial expenditures, rent, and living expenses.

Immigrants from all countries are eligible for the Absorption Basket.

Conditions for Receiving the Absorption Basket

- One who first entered the country on a new-immigrant visa, or whom the Ministry of Aliyah and Integration recognizes as an immigrant citizen or returning minor in accordance with regulations.
- Residence in Israel for up to 24 consecutive or cumulative months during the 3 years prior to receiving new-immigrant status or eligibility as a new immigrant.
- **Departure from the country results in cessation of Absorption Basket payments.** Payments resume only for those who return within one year of their original aliyah, and who apply to renew the payments within the first year following aliyah. To renew payments, visit the nearest office of the Ministry of Aliyah and Integration and bring a passport stamped with the date of re-entry into Israel.

The period of eligibility for the Absorption Basket is for one year following receipt of new immigrant status or eligibility for immigrant benefits.



Receiving the Absorption Basket

- A portion of the first installment of the Absorption Basket is upon arrival at the airport in order to facilitate initial arrangements. The second portion is a bank transfer which the Ministry of Aliyah and Integration deposits into the new immigrant's bank account. It is necessary to open a bank account as soon as possible in order to receive this assistance.
- New immigrants who obtain new-immigrant status in Israel (and who arrange their eligibility through the Ministry of Aliyah and Integration) receive the first payment from the nearest Ministry of Aliyah and Integration branch.
- The Ministry of Aliyah and Integration transfers the remainder of the Absorption Basket into the recipient's bank account in 6 monthly payments.
- Following the period of Absorption Basket payments, until the end of the first year following aliyah, new immigrants may be eligible for assured income payments from the Ministry of Aliyah and Integration. Those eligible include individuals seeking employment or studying in recognized vocational training and retraining courses, and those who are unable to work due to their state of health or other reason. Consult with a personal absorption counselor for details.

Note: You can obtain detailed information about the Absorption Basket at branch offices of the Ministry of Aliyah and Integration, and from the booklet entitled "The Absorption Basket" available from the Publications Department. See the order form at the back of this booklet. You can also find information on the Ministry website: www.klita.gov.il.

Opening a Bank Account

In order to receive the monthly Absorption Basket payments, it is necessary to open an account at the bank of your choice, and



provide the Ministry of Aliyah and Integration with the account number and verification of a shekel deposit. It is recommended to do this within a few days of arrival in Israel. When opening a joint account, both spouses must be present at the bank as well as at the Ministry of Aliyah and Integration.

To open an account, present the bank with your te'udat oleh and passport. It is necessary to deposit at least one shekel in order to activate the account. This is also necessary in order to avoid having the bank return funds because the account is "inactive."



Note: It is not recommended to change bank accounts in the first few years following aliyah. If you must do so, it is crucial to inform the Ministry of Aliyah and Integration immediately. In the event of any problem receiving the Absorption Basket, consult with the nearest Ministry office.

Assured Income/Subsistence Allowance

Assured income is financial assistance on a monthly basis to those unable to support themselves through employment. New immigrants may be eligible for assured income from the Ministry of Aliyah and Integration during the first year following aliyah. Assured income is contingent upon family income and other criteria, and is available to those in the following categories:

- A. **New Immigrants Studying in Hebrew Ulpan:** New immigrants studying in a Hebrew ulpan during their first year can be eligible for assured income according to specific criteria. Consult with a personal absorption counselor for details.
- B. **New Immigrants Studying in Vocational Courses:** New immigrants studying in vocational courses recognized by the Ministry of Aliyah and Integration, which take place during morning hours for at least 24 hours per week, and who do not



have, nor do any of their immediate family members have, any other source of income, may be eligible for assured income for the period of studies following the conclusion of Absorption Basket payments. Present authorization of participation in a course in order to be eligible for payments. Note that the period of eligibility is for up to ten years from the date of aliyah.

- C. Assured Income for Those Seeking Employment:** New immigrants during the first year following aliyah, who no longer receive Absorption Basket payments, can receive assured income payments from the Ministry of Aliyah and Integration on condition that they are registered with the Ministry as either “seeking employment,” or “unemployed,” and report to a personal absorption counselor on a regular basis. The frequency of visits to the absorption counselor is determined according to a personal employment program determined by the Ministry.

Conditions of Assistance

The maximum level of assistance is based on the number of family members listed in the immigrant’s certificate (*te’udat oleh,*) including children up to age 18. A family in which both spouses are unemployed, or one is unemployed and the other in a course, can receive assistance as a family unit.

The maximum period of assistance (with the exception of assured income for those studying in vocational courses,) is until the end of the first year following aliyah. At the conclusion of the first year, it is necessary to register with the Government Employment Service and then file a claim for unemployment benefits or assured income with the National Insurance Institute, according to National Insurance regulations. See the section entitled “National Insurance.”

Income Supplements

Income supplements are financial assistance to employed immigrants whose total family income falls below the minimum wage as determined by law. The Ministry of Aliyah and Integration pays assistance during the first year following aliyah, based on



family size and other criteria, such as the number of hours of work per month.



Note: Both assured income and income supplements are on a family basis, and determined by total family income.

Assured Income to the Needy

New immigrants unable to register as “seeking employment” due to age, family situation, or chronic illness, may be eligible for assured income and do not have to report to the government employment service or to the Ministry of Aliyah and Integration, following determination of their eligibility. For details, see the section entitled “Social Services.”

Types of Assistance from the Ministry of Aliyah and Integration and Other Government Bodies

The following chart provides an at-a-glance guide to the main forms of assistance offered to new immigrants, and the periods and conditions of eligibility. For details, consult a personal absorption counselor, or visit the Ministry of Aliyah and Integration website, www.klita.gov.il. It is also recommended to check details with other relevant bodies, such as the Customs Authority and the Ministry of Housing. See Useful Addresses.



Type of Assistance	Form of Assistance	Duration of Assistance	Period of Eligibility	Special Instructions
Financial assistance for initial absorption	Absorption Basket	½ year The Absorption Basket is in 7 installments	One year from the date of aliyah	
Ulpan aleph for Hebrew study	A. tuition subsidy	A. 6 months, on a one-time basis	18 months from the date of aliyah	
Assured Income	Following conclusion of Absorption Basket payments during the first year following aliyah. New immigrants can be eligible according to specific conditions. To check eligibility and receive assistance, consult a personal absorption counselor.	During the 1st year following aliyah.		
Housing (in conjunction with the Ministry of Housing and Construction)	A. Rental subsidies B. Assistance to persons eligible for public housing C. Assistance for acquiring an apartment	Housing assistance is in the form of rental subsidies and public housing for eligible new immigrants. Rental subsidies for new immigrants who receive the Absorption Basket during the first half-year are included in the Basket. From the second year rental subsidies are from the Ministry of Housing and Construction. To check eligibility for housing assistance, consult a personal absorption counselor.		



Employment	Assured income or supplements for those "seeking employment" or studying in a recognized course	Up to 12 months	One year from date of aliyah	
	Assistance for licensing courses, training, and retraining	For the duration of the course (not including teachers' training)	10 years from the date of aliyah	
	Placement of immigrants in employment	In conjunction with employment regulations	10 years from the date of aliyah	
	Artists and writers	One-time grant	10 years from the date of aliyah	
	Absorption in Science	Up to four years	6 years from the date of aliyah, provided that assistance begins within 3 years	
	Scholarships for research students	New immigrants: up to 2 years from date of aliyah Returning residents: up to 1 year from date of return	Up to 3 years	Maximum age for eligibility is up to 37
Entrepreneurs	Professional guidance and loans	One-time only	10 years from the date of aliyah	



Social services	Living subsidy for the needy	From the 7th month to the 12th month following aliyah	One year from the date of aliyah	
	District director's fund	One-time only	5 years from the date of aliyah	
The Student Authority	Tuition subsidies	Up to 3 academic years	According to Student Authority regulations	
Soldiers	Grants for lone soldiers, for soldiers entitled to family payments, and for Ethiopian immigrant soldiers	For the duration of the period of service	5 years from the date of aliyah	Lone soldiers may be eligible for additional assistance from the Ministry of Housing

Additional information about financial assistance is available from personal absorption coordinators at branch and district offices of the Ministry of Aliyah and Integration, and from the Ministry website: www.klita.gov.il.

For details on customs exemptions, see the section entitled "Customs." You can also consult the Customs Authority, or visit their website, www.mof.gov.il.

More information about the Absorption Basket is available from the pamphlet entitled "The Absorption Basket" available from the Publications Department. See the order form at the back of this booklet.

It is recommended to check details with other relevant bodies such as the Customs Authority and the Ministry of Housing. See Useful Addresses.



First Steps

This section is to help organize procedures during your first days and weeks in the country and until the conclusion of your first year. At the back of this guidebook, you will also find a checklist that will help you to keep track of the necessary procedures.

At Ben Gurion Airport

If you enter Israel with a new immigrant (*oleh hadash*) visa, the absorption process begins at the airport.

Have the following documents:

- Passports of all family members.
- New-immigrant visa stamped in your passport, or separate from it.
- Letter from your aliyah shaliach if you have made advance arrangements.
- Birth certificates of all family members.
- Any documents that attest to family status: e.g. original divorce certificate if divorced, death certificate in the case of widow/ers.

Documents You Will Receive at the Airport

The following documents are issued at the Ministry of Aliyah and Integration reception office:

- ***Te'udat oleh* (immigrant certificate).** You must present your *te'udat oleh* whenever you claim any form of Ministry of Aliyah and Integration assistance. You will also need it any time that you claim assistance and benefits from the banks, the Customs Authority, the National Insurance Institute, and other Government bodies, as well as when registering with a health fund.

The Ministry of Aliyah and Integration issues a *te'udat oleh* to a single immigrant over the age of 17, or to a family of immigrants. A family of immigrants must have the photos of both spouses in their *te'udat oleh*, and must list all children up



to age 21 who made aliyah with the family. Children of the family over the age of 21 receive their own *te'udat oleh*.

Important! Be sure to verify that the information in your *te'udat oleh* is accurate. As certain types of assistance are based on family status, it is essential that relevant details, such as the number of children in the family, and their ages, are correct. In case of any change, such as marriage, birth, divorce, or death, bring the relevant documents to the Ministry of Aliyah and Integration, and be sure that your *te'udat oleh* is updated accordingly.

Note: if you lose your *te'udat oleh*, you will have to testify to the loss before a Court Registrar in your locality. Following this, you must return with all Court and other documents to the Ministry of Aliyah and Integration in order to receive a new *te'udat oleh*.

- **Authorization of registration in the Population Registry (*sefach rishum uchlussin*)** – this serves as verification of your Israeli citizenship, and a temporary *te'udat zehut* (identity card) until you receive your permanent card from the Population and Immigration Authority. The authorization is attached to your *te'udat oleh*. When requesting assistance or services from various institutions, you will usually have to present this document. During your first few weeks in the country, you should submit a request for a permanent *te'udat zehut* at the nearest branch of the Population Authority.
- ***Te'udat zehut*** - new immigrants can receive their *te'udat zehut* (identity card) at the airport from a representative of the Ministry of Aliyah and Integration authorized by the Population and Immigration Authority. If for a particular reason a new immigrant does not receive a *te'udat zehut* at the airport, they are issued an authorization of registration in the Population Registry as detailed above. This serves as a temporary identity card until receipt of a permanent *te'udat zehut*. It is necessary to present it whenever applying for assistance or services from official bodies.

Note that receipt of a *te'udat zehut* at the airport is a relatively



new service. Check the Ministry of Aliyah and Integration website for any changes or updates.

- **Voucher entitling you to six months of free health insurance if you do not register for health insurance at the airport** (provided that you enroll in ulpan and/or not work during this period). New immigrants who remain unemployed following the first six months, and receive assured income payments from the Ministry of Aliyah and Integration may continue to be eligible for an exemption from Health Insurance payments for the next 6 months. Consult with a personal absorption counselor for details.
- Voucher covering land transportation from the airport to your destination in Israel.
- SIM card with 200 free minutes for calls within Israel.

Individuals Who Receive Authorization from the Ministry of Aliyah and Integration as Immigrant Citizens and Returning Minors

The absorption process for returning minors who do not arrive with a new-immigrant visa starts at a later stage, following arrangement of status with the Population and Immigration Authority and the Ministry of Aliyah and Integration. Consult with the nearest office of the Ministry of Aliyah and Integration for information. Those who arrive with a referral letter from an aliyah shaliach should consult with the Ministry of Aliyah and Integration office at the airport. Note that persons who already have a *mispar zehut* when they arrive can receive a *te'udat oleh* at the airport.

Persons who receive authorization as an immigrant citizen from the Ministry of Aliyah and Integration can be absorbed as a "new immigrant," however there are some situations in which immigrant citizens cannot be absorbed at the airport for technical reasons.

Baggage and Customs

Following the completion of registration procedures with the Ministry of Aliyah and Integration, collect your luggage and take it



through Customs.

- New immigrants are in most cases eligible for exemptions on Customs duties on household appliances. New immigrants who bring electrical appliances valued at more than \$75 must declare the items and show their *te'udat oleh* with the exemption listed. They will have to go to the Customs Warehouse, which is located approximately 2 kilometers from the terminal building, in order to release the shipment.
- A number of goods are exempt from Customs duties. It is not necessary to pay Customs duties, and the items are not listed in the *te'udat oleh*. For detailed information, consult with the Customs Authorities, or visit their website, www.mof.gov.il/customs.

In some cases, immigrant citizens do not undergo absorption procedures at the airport; their absorption procedures take place at a later stage once their status is arranged with the Population and Immigration Authority and the Ministry of Aliyah and Integration. However, immigrant citizens in this category can still be eligible for transportation from the airport.



Porter Service

It is possible to hire a porter at the terminal building to help you bring your luggage to the taxi. Note that most taxis can transport three suitcases per person. Be aware that the porter service does not include lifting suitcases into the taxi.



Initial Financial Assistance



The initial Absorption Basket payment is in the following manner:

- **Absorption Basket:** New immigrants receive the first installment of the Absorption Basket upon arrival at the airport, in order to facilitate initial arrangements. This payment is partly in cash, and partly in the form of a bank transfer, which the Ministry of Aliyah and Immigrant Absorption deposits into the recipient's bank account.
- **National Insurance Benefits:** The National Insurance Institute transfers child allowances for those eligible directly to their account. Elderly immigrants (men age 65 and over, women age 60 and over) from the former Soviet Union may be eligible for a special old-age pension from the National Insurance Institute. Elderly immigrants from other countries who have no other form of income, or whose income is below a set amount, should consult with the National Insurance Institute in order to investigate eligibility for an old-age pension.

Note: In order to receive monthly payments, it is necessary to open an account at the bank of your choice, and to provide the Ministry of Aliyah and Integration with the account number. It is recommended to do this within a few days of arrival in Israel. When opening a joint account both spouses must be present at the bank.

Your First Few Days in Israel

During the first few days and weeks in the country, be sure to arrange the following:

- Change your status at the Population and Immigration Authority if you did not enter Israel with a new-immigrant visa.
- Open a bank account.
- Meet with a personal absorption counselor at a Ministry of Aliyah and Integration branch office.



- Register with a health fund (*kupat holim*).
- Find an apartment to rent.
- Register for Hebrew ulpan study.
- Register children for school.
- Submit degrees and diplomas for evaluation by the Ministry of Education Department for Evaluation of Foreign Degrees and Diplomas.
- Make an appointment to meet with a counselor at one of the immigrant associations. The associations can provide information, advice on employment and other issues, and offer a variety of social and cultural activities.

Opening a Bank Account

In most cases, the Ministry of Aliyah and Integration and other sources of assistance transfer funds directly into the recipient's bank account. For this reason, it is essential to open an account at a local bank as soon as possible after acquiring new immigrant status, and provide the Ministry of Aliyah and Integration with authorization of opening the account and authorization of a deposit (of at least one shekel). Until you have done so, the Ministry, in most instances, will not be able to allocate funds. Bring the following items to the bank:

- *Te'udat oleh* (immigrant certificate).
- Passport.
- *Te'udat zehut* (identity card) or certification of registration in the Population Registry that you received at the airport.
- If you are eligible for the Absorption Basket bring the form for opening a bank account that you received at the airport.

Note: Levels of assistance are usually according to family status. Married couples must open a joint bank account in order to receive assistance for families. In order to open a joint account, both spouses must go to a bank together and present the documents listed above. In the event that one spouse is unable to appear at the bank, the other will need to secure power of attorney.



It is important to note that some new immigrants have had their first payments returned to the issuing body because of an "inactive account." In order to prevent this, it is necessary to deposit some money into your bank account. It is possible to deposit as little as one shekel. Following the deposit, bring authorization of the deposit to the personal absorption counselor at the Ministry of Aliyah and Integration.

Your First Visit to the Ministry of Aliyah and Integration

The main absorption official to whom you will have access, and who will process most of your requests for Ministry of Aliyah and Integration assistance, is the personal absorption counselor. Counselors are available at all of branch and district offices of the Ministry of Aliyah and Integration (see Useful Addresses). Be sure to schedule an appointment in advance.

It is important to meet with a counselor as soon as possible in order to:

- Provide details of your bank account and verification of a monetary deposit in order to start receiving any financial assistance to which you may be entitled.
- Receive information and referrals to a non-residential Hebrew ulpan, and verify your eligibility for assured income during the study period.
- Receive information about assistance from the Ministry of Aliyah and Integration, National Insurance Institute, the Ministry of Housing, and other Government bodies.
- Receive guidance regarding topics such as enrolling children in school, applying for a permanent *te'udat zehut* at the Population and Immigration Authority, renting an apartment, etc.
- Receive information about absorption coordinators or community absorption advisors employed by the municipal authority who provide counseling and assistance in areas such as social welfare, choosing a school, finding a place to live, financial aid, translating documents, and more.

Important! Bring your *te'udat oleh* to every meeting at the Ministry of Aliyah and Integration.



Registration for Health Insurance and in a Health Fund



The National Health Insurance Law mandates health coverage for all citizens of Israel. Health services are provided by the four health funds: Kupat Holim Clalit, Kupat Holim Leumit, Kupat Holim Meuhedet, and Kupat Holim Maccabi. Each health fund has clinics throughout the country.

Health fund membership entitles you to the basic, universal “basket” (*sal*) of health services mandated by law. Health fund members can also pay a supplemental monthly fee for a package of additional services, known as *bituach mashlim*, the contents of which vary according to the given health fund. For information on *bituach mashlim*, contact the individual health funds directly.

New immigrants can register for health insurance at Ben Gurion Airport upon arrival in Israel, or later at a postal bank (see below). New immigrants are exempt from paying health insurance premiums for the first 6 months following receipt of new-immigrant status or eligibility as a new immigrant. New immigrants may also be exempt from payments during the second half of the first year following receipt of new-immigrant status or eligibility on condition that they are not employed. To receive an exemption on health-insurance payments during the second half of the first year following aliyah, apply to the National Insurance Institute.

At the airport, following receipt of the necessary documents from an absorption counselor, inform the counselor of the fund in which you prefer to register, of your spouse’s choice of fund (spouses may register in different funds,) and in which fund to register children below the age of 18. Family members over the age of 18 register separately, and must present their own *te’udat oleh* or that of their parents. It is advisable to research the various funds while still abroad. For the funds’ online addresses, see Useful Addresses. You will also be able to contact friends or relations from the airport in order to consult about the choice of a fund.



Note that there is no fee for registering at the airport.

Following registration at the airport, take your copy of the registration form to the office of your chosen fund in order to receive a membership card. **Note that you are not a member of the health fund until you take this step.**

New immigrants who do not register in a health fund at the airport following arrival, or who change status in Israel can register for a health fund at a local post office branch, and then at their chosen health fund.

Present the following items:

- *Te'udat oleh.*
- *Te'udat zehut* (or Authorization of Registration in the Population Registry).
- Cash for a processing fee.

At the post office, indicate your preferred health fund, as well as the health fund in which to register your children. Children over the age of 18 register separately, presenting either their own or their parents' *te'udat oleh*. Note that when married couples register, both spouses must be present (although spouses may register in separate funds).

Afterwards, take the registration certificate stamped by the post office (or received at the airport) to the secretariat of your selected health fund. At the time of registration, the health fund will issue a temporary membership card to obtain medical services until you receive a permanent card. Your health coverage will go into effect immediately upon registration. **Note that you are not registered until you take this step.** In other words, the procedures at the postal bank alone are not sufficient to insure your coverage, and you must register with the health fund in order to receive any kind of medical care.

NOTE: returning Israeli citizens must arrange to pay any outstanding obligations to the National Insurance Institute in order to receive health insurance. Consult with the National Insurance Institute, or view information on the Ministry of Aliyah and Integration or the National Insurance Institute websites for details (www.klita.gov.il or www.blit.gov.il).



Temporary residents (A/1) are not entitled to six free months of health insurance, and must begin paying premiums to the National Insurance Institute. See the section on health services for more information.

A new immigrant unable to register personally at the postal bank, for health or other reasons, can send another person with power-of-attorney on their behalf to a District Health Office of the Ministry of Health. The representing individual must bring their own identity documents as well as those of the person they represent. Following presentation of the necessary documentation, the Ministry of Health will provide the representative with an authorization to take to the postal bank, in order to process the registration.

NOTE: Registration in a health fund is a necessary condition for receiving medical services. It is very important to register in a health fund as soon as possible after arriving in Israel, in order to be eligible for health care as soon as you may need it. Failure to register with a health fund can result in unnecessary problems and difficulties in receiving medical care.



Transferring from One Health Fund to Another

It is possible to transfer from one health fund to another up to twice a year, on specific dates that are publicized on the Ministry of Health website (www.health.gov.il). The transfer is processed at a post-office branch or the National Insurance Institute website. For details, visit the Ministry of Health website.

For detailed information about the health-care system in Israel, refer to the booklet entitled "Health Services in Israel," available from the Publications Department (see the order form at the back of this booklet).



Housing Options for the Initial Absorption Period

In most circumstances, the absorption track that you choose (e.g., direct absorption, an absorption center, etc.) determines your initial place of residence in Israel. If you are in the direct absorption track, that is to say, not within the auspices of any special absorption program and not living in an absorption center, one of the first things that you must do is find an apartment to rent.

Rental Subsidies

Assistance towards rental expenses during the first half-year following aliyah is included as part of the Absorption Basket.

From the second through the fifth year following aliyah, the Ministry of Housing and Construction distributes housing assistance. Amounts are according to family size. The housing assistance companies deposit the subsidy directly into the recipient's bank account. Consult with a personal absorption counselor for details. Once the second year begins, it is recommended to verify that you receive a rental subsidy into your account. If you do not, consult with a personal absorption counselor. If there are any changes in your family status, or receipt of subsidies or allowances from the National Insurance Institute, bring the relevant documents to the bank in order to determine whether this affects your eligibility for rental subsidies. You should also consult your housing assistance company, Amidar, Matan-Chen, or M.A.G.A.R., if you travel overseas.

Eligibility for Increased Rental Subsidies

New immigrants who receive a special allowance from the National Insurance Institute, for example assured income or a disability allowance, or special old-age pensions and income supplements, may be eligible for an increased rental subsidy.

Elderly immigrants who live independently of relatives may be eligible for an annual supplement. To apply for the supplement, consult one of the housing assistance companies. For more information, see the section entitled "Housing."



Absorption Centers

An absorption center (*mercaz klita*) is a temporary housing arrangement under the management of the Jewish Agency. Centers are located throughout Israel, and places are limited. Residence in an absorption center is subject to the regulations of the Jewish Agency. Check with the nearest Aliyah Center or Department, or contact a Jewish Agency Global Center.

There are two types of residence at an Absorption Center: the first is during the period of initial absorption for two weeks up to two months. The second is for up to six months from the date of aliyah. During residence at an Absorption Center adults study Hebrew at an ulpan while the children attend school.

While resident at an Absorption Center and during preparations for departure to permanent housing, new immigrants receive assistance and guidance from the Center staff.

Note that there are no storage facilities for large containers or other large and heavy items, including lifts, at absorption centers.

You can obtain more information about absorption centers from a Jewish Agency shaliach.



Note: arrangements for a place in an absorption center must be made prior to aliyah through an aliyah shaliach. It is usually not possible to arrange for a place in an absorption center following aliyah. Check with the nearest Aliyah Center or Department, or contact a Jewish Agency Global Center.



First Home in the Homeland

First Home in the Homeland (*Bayit Rishon BeMoledet*) is a program for young families interested in absorption on a kibbutz. The program is operated in conjunction with the Ministry of Aliyah and Integration and the Ministry for Development of the Negev and the Galilee and the local authorities. Participants in the program enjoy a rural, communal atmosphere while learning Hebrew, good-quality schools for children, activities for strengthening Jewish identity and connection to the Jewish People and the State of Israel, and emphasis on employment, and advice and counseling by local volunteers. New-immigrant families who participate in the program can be eligible for the Absorption Basket from the Ministry of Aliyah and Integration, which can help to cover their expenses on the kibbutz.

Note that registration for this and programs is prior to aliyah through the Jewish Agency.

The "Sela" Program

Sela is a program for high school graduates who plan to continue their studying in Israel. The program is based on extensive Hebrew study and preparation for academic or professional studies, as well as introducing participants to various absorption options

Ulpan Etzion

The Ulpan Etzion network is for young academics ages 22-35 from all over the world. The program includes ulpan aleph on differing levels, a social framework, and guidance for post-graduate studies, employment, and housing options.

Kibbutz Ulpan

Kibbutz ulpan offers the opportunity to combine Hebrew study with work on a kibbutz. Kibbutz ulpan is for new immigrants ages 18-30, and is for 5 months, and offers a social framework and guidance. In addition to a study framework, the kibbutz also provides room and board. For details, consult with one of the kibbutz movements



or a Jewish Agency shaliach. Information is also available from the Jewish Agency website, as well as the kibbutz movement websites. See Useful Addresses.

Garin Tzabar

Garin Tzabar is organized by the Scouts Movement and is for young new immigrants who choose to make aliyah and serve in the IDF. The program includes preparation for military service, kibbutz ulpan, and a support system during army service.

Knafayim

Knafayim is a program preparing lone new-immigrant soldiers for civilian life. The goal is to enable successful integration and building a civilian career by correct use of benefits and maximalization of individual potential. This is a multi-stage program that includes preparation for discharge, individual guidance and counseling, vocational evaluation and financial coaching. The program may include rent subsidies for initial arrangements. Knafayim operates in conjunction with the IDF, Keren HaYesod, and Keren Mirage.

Registering Children in School

The “Compulsory Education Law” (1949) requires all children to be in an educational framework (kindergarten or school) from ages 3-17 (from kindergarten through grade 12). According to a government decision, as of the 2013 academic year, the State provides free education to children from ages 3-4, who are in public kindergartens. Implementation is on a gradual basis. As of the 2014 academic year, the Law applies to all children from the age of 3.

Free education is provided to children in official kindergartens, primary, and high schools. For details, contact the Ministry of Education Information Center: 1-800-250-025.

Children are registered for school or preschool according to their age, according to the following basic breakdown:



Institution	Age
Infant and Toddler Day-Care Center (<i>pe'uton, mishpachton, maon yom</i>)	1 month to 3 years
Pre-Compulsory Kindergarten (<i>Gan Trom-Chova</i> or <i>Gan Kedam Chova</i>)	3-5 years
Compulsory Kindergarten (<i>Gan Chova</i>)	5-6 years
Elementary School (<i>Beit Sefer Yesodi</i>) Grades 1-6	6-1 years
Junior High School (<i>Chativat Beinayim</i>) Grades 7-9	1-15 years
Senior High School (<i>Chativa Elyona</i> or <i>Beit Sefer Tichon</i>) Grades 9-1	15-18 years

Registration of children in school, kindergarten, and day-care generally takes place at the office of the Department of Education (*Machleket HaChinuch*) of the local authority where you live. In some communities it is possible to register online. Visit www.cityedu.co.il for registration and information.

Note: at the date of publication, the Ministry of Economy is responsible for registration of children for day-care frameworks; however the Ministry of Labor and Social Services will begin to oversee registration in the near future. Check with a personal information counselor for updated information.

When you register your children, bring the following documents:

- *Te'udat oleh*
- *Te'udat zehut* (or authorization of registration in the Population Registry) of both parents.



- Birth certificate of each child.
- Transcripts or certificates from schools your children attended previously.

Note that registration of children in kindergartens and primary school is according to district. If you still do not have a permanent *te'udat zehut* with your address listed, you may have to present a copy of your rental contract.

Additionally, you may have to provide other documents. In order to find out exactly which documents you need, contact the Department of Education of your local authority. In most locations, you can contact the local authority through the municipal information line (*moked ironi*,) 105/6/7.

You may register children ages 3 months to 2 years in day-care centers run by your local municipality or community center, or by various organizations. New immigrants may be entitled to discounts on fees. Registration is directly with the facility. Your personal absorption counselor at the Ministry of Aliyah and Integration may be able to provide you with addresses and telephone numbers of day-care centers in your area. You may also be able to obtain information from one of the English-speaking immigrant organizations, or from your municipal authority.

Note that according to the "Compulsory Education Law," children ages 3-4 are entitled to free attendance at municipal and government pre-kindergartens (*gan trom-chova*).

Ordering a Permanent Identity Card at the Population and Immigration Authority

According to law, every resident of Israel over the age of 16 must carry an identity card (*te'udat zehut*,) issued by the Population and Immigration Authority at all times. The *te'udat zehut* lists name, address, date of birth, and identity number as well as those of spouse and children. It is necessary to present it when voting, as well as when requesting services from Government or public bodies.



A new immigrant who does not receive a *te'udat zehut* at the airport is registered by the Population and Integration Authority into the Population Registry and receives an authorization of registration that includes their identity number. This serves as their temporary *te'udat zehut*. In order to request a permanent *te'udat zehut*, bring the following items to a local office of the Population and Immigration Authority:

Authorization of registration in the Population Registry.

- *Te'udat oleh*.
- Passport with new immigrant visa.
- Original birth certificate and photocopies.
- Documentation of marital status (marriage certificate, authorization of divorce, etc.) and photocopies.
- Two passport photos.

It may also be necessary to supply proof of being Jewish, such as parents' marriage certificate, a letter from a local rabbi, etc. Additional details are available from at a local branch office of the Population and Immigration Authority. See Useful Addresses. It may take from a few weeks to a few months to process a *te'udat zehut*. The *te'udat zehut* is sent by mail.

Te'udat Ma'avar

During your first three months in Israel, you may travel abroad using your foreign passport with your new-immigrant-visa stamp; following this three-month period, you must apply to the Population and Immigration Authority for a *te'udat ma'avar*. This serves as a temporary Israeli passport which you will need for departing the country. You can continue to use your overseas passport to enter other countries. Each family member must apply for their own *te'udat ma'avar* and appear in person at a Population and Immigration Authority office to submit an application form (available from the Population and Immigration Authority website: www.piba.gov.il). Bring your foreign passport and your *te'udat zehut*. You must also



supply two passport photos and pay a processing fee. Following one year of Israeli residence and citizenship, you may then apply for a regular Israeli passport. For more information, see the Population and Immigration Authority website.

Registering for Hebrew Ulpan Study



It is important to register at a Hebrew ulpan as soon as possible after obtaining new-immigrant status in Israel. This is not only because of the necessity of speaking the language in order to integrate into the country, but because subsidies for Hebrew ulpan study are for the first 18 months following aliyah only.

In order to find out about ulpan options, consult with your personal absorption counselor at a local branch office of the Ministry of Aliyah and Integration, who will provide a referral to a Ministry-approved ulpan program. Once you have registered in the ulpan, you will receive a voucher for the ulpan exempting you from payment (provided that you are eligible for subsidized tuition).

Tuition subsidies for ulpan are on a one-time basis.

Subsistence Allowance for the Period of Ulpan Study

A subsistence allowance for the period of ulpan study is already included as part of the Absorption Basket.

Immigrants who have not finished ulpan studies by the conclusion of the Absorption Basket payment period (for specific reasons such as having to wait for a suitable program to open,) may be eligible to receive assured income payments for up to three months. Consult with a personal absorption counselor for information.

For more information on Hebrew ulpan, refer to the booklet entitled "A Guide to Ulpan Study," available from the Publications Department of the Ministry of Aliyah and Integration (see the order form at the back of this booklet).



Claiming a Child Allowance or Old-Age Pension from the National Insurance Institute

Note: the information here is correct at the time of publication. However, legislation may affect eligibility for some types of National Insurance benefits, as well as levels of benefits. Check with the Ministry of Aliyah and Integration or with the National Insurance Institute for updated information. See Useful Addresses.

Child Allowance

The National Insurance Institute pays child allowances to families with children under the age of 18. This includes new immigrants beginning from the first month following aliyah. Beneficiaries receive the allowance directly into their bank account.

Single parents who receive National Insurance Institute child allowances may also be eligible for an education grant (*ma'anak limudim*) from the National Insurance Institute for each child between the ages of 6-14. The grant is to help defray school-related costs. Apply at a branch office of the National Insurance Institute.

For more information, see the section entitled "National Insurance."

Special Old-Age Pension

New immigrants of pension age, who do not have income from any source, and meet all other National Insurance Institute criteria for assistance, may apply to the National Insurance Institute for a special old-age pension. According to National Insurance Institute regulations, retirement age for men born following June 30, 1939 will gradually increase to the age of 67. The retirement age for women born December 1, 1950 up to December 1, 1954 will gradually increase to the age of 62. Consult the National Insurance Institute for more information.



The following documents are required:

- *Te'udat oleh.*
- *Te'udat zehut* or authorization of registration in the Population Registry.
- Certification of income.

Note: If you receive a National Insurance Institute pension or allowance, and there is any change in your family situation, notify the National Insurance Institute immediately.



Preparing for Employment

Before completing ulpan, it is recommended to begin preparations for finding employment. Among your arrangements should be translating documents that are not in Hebrew and English, and that attest to your education (diplomas, transcripts, etc.,) as well as documents that testify to your work experience. Translated diplomas must be notarized. See also the section entitled "Employment," as well as the series of employment guides available from the Publications Department, (see the order form at the back).

You may also need to have your degree evaluated by the Ministry of Education Department of Evaluation of Foreign Academic Degrees and Diplomas (see Useful Addresses). This is especially important for employment in the public sector for purposes of determining salary scale. For details, see the section entitled "Employment."

In order to ascertain those procedures, exams, etc. you will have to undertake, contact the body responsible for recognition or licensing in your profession. See the section entitled "Employment" for details. You can also consult the series of booklets for each profession available from the Publications Department. See the order form at the back of this booklet.



Following the period of Absorption Basket payments, consult with your personal absorption counselor in order to devise a plan for your vocational absorption. As part of your personal program, you may have access to employment openings via your counselor, or participate in vocational training or retraining courses. You may also be able to receive unemployment compensation from the Ministry of Aliyah and Integration until the conclusion of the first year following your date of aliyah, provided that you report to your counselor on a periodic basis. From your second year, you must apply to the National Insurance Institute.

Discounts and Benefits on Various Fees

In many cases, new immigrants are eligible for discounts or exemptions on the following types of fees:

Municipal taxes (*arnona*) – discounts on municipal tax are according to the regulations of the various local authorities. For details about eligibility, the required documents, and to apply, consult with the collection department of your local authority. Call your local authority information line (*moked ironi*) 105/6/7 for contact information.

- New immigrants can receive a discount on income tax, based on their length of time in Israel.
- New immigrants are generally entitled to a reduced acquisition tax when purchasing an apartment.

For more information during your initial stages of aliyah, consult a personal absorption counselor at branch offices of the Ministry of Aliyah and Integration. Many municipal authorities also have an absorption coordinator available for consultation about services such as child care, help for school pupils, and social activities. Additionally, the immigrant organizations offer information, counseling, social activities, and other services. See Useful Addresses.



Assistance to Immigrant Students in Higher Education



Higher education studies in Israel are offered by universities, academic colleges, and other institutions of post-high-school education. Students can choose from a range of studies including mathematics and biotechnology, art and graphic design, medical and paramedical professions, technology, law, social sciences and more.

Immigrant students accepted for studies to an institution of higher education may be eligible for assistance from the Student Authority.

Assistance is to new immigrants, immigrant citizens, children of immigrants, immigrant minors, and returning minors who register for higher education studies in a recognized institution.

Assistance includes:

- Tuition subsidies.
- Academic counseling and guidance
- Preparation for higher education studies through student ulpanim, preparatory courses (*mechina*,) (*mechina* or Taka pre-academic program)
- Assistance with studies (group tutoring sessions).
- Social and cultural activities.
- Pre-aliyah services.

To find out more about assistance and eligibility, contact the Student Authority.



For English speakers: aceng@moia.gov.il, tel. 02-6214589

For French speakers: acfr@moia.gov.il, tel. 02-6214582

For Spanish speakers: aclat@moia.gov.il, tel. 02-6214605

For Russian speakers: acrus@moia.gov.il, tel. 02-6214619

Information is also available at www.studentsolim.gov.il.

Note: regulations and types of Student Authority assistance may change. Check with Student Authority or a personal absorption counselor for updated information.



Customs

In most cases, new immigrants are eligible for Customs concessions on the import of personal possessions, household items, an automobile, work tools, and other items.

Customs regulations are complicated and involve a large number of conditions. The following information is a general guide only. For exact and official information, consult with the nearest Customs Authority office. If you are still overseas you can contact them by mail, (see Useful Addresses). You can also visit the Customs Authority website: www.mof.gov.il/customs/eng.

Eligibility for Customs Concessions

The following categories are eligible for customs concessions according to Customs Authority criteria:

- **New Immigrant** – An individual who enters Israel on a new immigrant visa.
- **Immigrant Citizen** - It is necessary to present an "immigrant citizen" certificate from the Ministry of Aliyah and Immigrant Absorption.
- **Immigrant minor**- An immigrant ages 17-18, on condition that they report for compulsory IDF service within one year of entering the country, or begin studies at a recognized institution of higher education within 18 months of entering the country.
- **Returning minor**- It is necessary to present a "returning minor" certificate from the Ministry of Aliyah and Integration.

NOTE: A new immigrant who received Customs concessions in the past as a temporary resident (A/1) is not eligible to receive concessions again as a new immigrant.

Eligibility for Customs concessions is according to age and family status as determined when entering Israel the first time, as listed in entry documents or in other circumstances at the time of changing



status to new immigrant (for example change of status from tourist to new immigrant).

New immigrants are eligible for Customs concessions under the following conditions:

- Import papers are in the new immigrant's name.
- Items are for personal use- goods will be used in Israel for at least 6 years from the date of their acquisition/release, and 4 years for an automobile. It is forbidden to transfer the goods to any other person, either temporarily or permanently. Non-compliance with this clause is a violation of the Customs concession.
- Items are in reasonable quantities, including 2 televisions and 2 personal computers per family, and one each of electronic household appliances and main pieces of furniture.
- Customs concessions are only for persons renting or buying an apartment. It is necessary to present a contract for rental or purchase of an apartment/home for at least one year.
- Goods must be personally released by the Customs beneficiary, or by a Customs agent who is accorded official power of attorney.

Personal Belongings

New immigrants who enter Israel with personal belongings only are entitled to pass through the "green lane" Customs section. Personal belongings consist of:

- Clothing
- Footwear
- Grooming articles
- Gifts up to US \$200.00.
- Up to 2 liters of wine and one liter of alcoholic beverages for each individual above the age of 17.
- 250 grams of tobacco products
- Up to 200 cigarettes for each individual above the age of 18.
- Up to ¼ liter of perfume or cologne.



Immigrants who bring in other items, or additional quantities of exempt items, must go through the "red lane" Customs section, and declare these goods, even if they believe that they are entitled to exemptions on them. They must pay import duty on the additional quantities and on items for which there are no exemptions.

Clothing and Footwear

New immigrants may send clothing and footwear to Israel, which they did not import at the time of arrival, during a period between 30 days before entry, and three months afterwards. This is not considered as one of the three shipments to which new immigrants are entitled. New immigrants may also send clothing and footwear as part of one shipment of household goods sent from their last country of residence.

Electric and Other Household Appliances



Exemptions on Customs Duties

New immigrants are in most cases eligible for exemptions on import of household goods and appliances.

The Customs Authority Guide defines household goods as items regularly used in a household. The law does not give a detailed list of items, and quantities must be reasonable. As regards electrical appliances, for example, concessions on item such as a refrigerator, 2 televisions per family, 2 personal computers per family, one each of major furniture items, etc. per family are generally allowed. Items installed permanently, such as plumbing and construction materials, flooring, etc. are not exempt. Other additional types of items may also not be exempt from Customs duties. It is advisable to verify details in advance.

Conditions for Receiving Customs Exemptions

New immigrants are in most cases entitled to Customs exemptions provided they fulfill the following conditions:



- Items arrive in Israel within three years of the date of aliyah.
- Items arrive in no more than three shipments in addition to the luggage brought upon entry into Israel.
- Items are for personal use of the new immigrant and that of their household. The immigrant will usually have to display a copy of an apartment rental or purchase contract.
- As a rule, Customs concessions are granted to immigrant adults, i.e., single or couple, age 18 and over at the time of aliyah, who maintain an independent household.
- An immigrant minor (below the age of 18 at the time of aliyah) may be eligible for exemptions on Customs on personal items that are necessary for use during the immediate period following aliyah.

Only persons who meet all eligibility criteria receive Customs concessions. There may be additional criteria not listed here. Consult with the Customs Authority for complete information.

Motor Vehicles



In most cases, a new immigrant who holds an Israeli driver's license, as well as a valid license from their country of origin, which was in their possession prior to first entrance as a new immigrant, is entitled to pay 76% taxes on all types of vehicles. This benefit applies when importing an automobile or purchasing a new one in Israel from an authorized dealer. The automobile must be of a manufacture and model that is authorized for import by the Ministry of Transportation:

New immigrants must purchase or import the vehicle within 3 years from the date of aliyah. Compulsory service in the IDF is not counted in the 3-year period. The vehicle is limited to the immigrant's exclusive use for a minimum period of five years.

A new immigrant between the ages of 17 and 20, who does not have an Israeli driver's license, and serves in the IDF as a "lone



soldier," does not need to present a driver's license from their last country of residence prior to aliyah in order to receive reduced-tax concessions of the purchase of a motor vehicle (on condition that they do not depart from the country following military service for more than four months per year).

In order to take advantage of concessions on purchasing an automobile, new immigrants must convert their foreign license to an Israeli one, and pass a practical driving test administered by the Licensing Bureau. Details are available from the Licensing Bureau branch offices throughout the country. See also the section entitled "Driver's Licenses." Note that this condition does not apply during the first year from the date of aliyah.

Hand-Held Work Tools

A new immigrant may be exempt from paying Customs duties when importing work tools held by hand when operated, and valued at up to US \$1,650 CIF by the Israeli Customs Authority.

Equipment for Establishing an Enterprise

In general, new immigrants who establish a business in Israel and work in the business may be exempt from import tax and licenses on machines, appliances, and tools for industry, crafts, or agriculture imported from any country, as well as equipment for certain types of businesses. The total value of the equipment, together with that of work tools (if any are imported), may not exceed US \$36,000, when this amount includes hand-held work tools whose value is not greater than US \$1,600. You can find a list of all required documents and conditions for exemptions in the "Customs Guide for the New Immigrant," which you can obtain from the Customs Authority.

The Customs Authority requires new immigrants to make a security deposit equivalent to the value of the imported equipment in order to guarantee compliance with regulations.

There is no exemption on merchandise or materials. Such items must be licensed for import, and new immigrants must pay full taxes.



In all cases, consult with the Customs Authority for full details about importation of machines, appliances, and tools.

Items That Require Special Permits

The following items require special importation permits:

Item	Authorizing Body
Raw Materials	Ministry of Economy
Weapons	Ministry of the Interior
Broadcasting Equipment	Ministry of Communications
Pharmaceuticals	Ministry of Health
Animals (including domestic)	Ministry of Agriculture, Veterinary Service pets)
Plants or plant parts	Ministry of Agriculture
Gas grills	The Standards Institute

Other types of items also require a special permit, for example cellular phones (for more than 3 units) and motor scooters. Consult with a Jewish Agency shaliach or with the Customs Authority before shipping items.

Prohibited Items

Following are examples of items that it is not legal to import:

- Cordless telephones of 900 megahertz
- Fresh meat
- Gambling machines or games
- Drugs or items used to prepare drugs
- Forged or counterfeit documents or money
- Firearms disguised as other items such as pens, or gun-like devices, or gas-operated, or similar such items.
- Explosives and flammable substances
- Pornographic materials
- Dangerous animals such as snakes



Period of Eligibility

The period of eligibility for Customs concessions is three years for those who arrive in Israel with a new immigrant visa. Immigrants who change status in Israel should consult with the Customs Authority in order to determine eligibility for Customs concessions.

New immigrants who study in institutions of higher education or a post-high-school yeshiva, as well as those who serve in regular, compulsory IDF service, may, under certain conditions, be eligible for an extension of the period of Customs rights. New immigrants who reside overseas on a continuous basis of more than 6 months may be able to have this period extended onto their period of eligibility upon return to Israel. Consult with the Customs Authorities for details.



NOTE: Only the person to whom they are granted may utilize Customs concessions. The Customs Authority confers concessions on a one-time basis only. Be sure to take all regulations and periods of eligibility into account in order to maximize your benefits and plan your purchases to your advantage.

For more information, visit the Customs Authority website: www.mof.gov.il/customs or write to yishi@customs.mof.gov.il.

Customs privileges are to help new immigrants acquire household items that they bring from their country of origin or purchase locally. The Customs officials reserve the right to decide whether the goods are necessary and appropriate for use, as well as what constitutes a reasonable quantity of goods.

Be sure to keep all documents, passports, *te'udat oleh*, etc., to serve as proof that you are indeed the person who is/was entitled to Customs exemptions on the particular goods.

Regulations and procedures are subject to change. Check the validity of information with Nefesh B'Nefesh or an aliyah representative abroad, with your personal absorption counselor in Israel, and with the nearest Customs Authority office. See Useful Addresses.



Housing



Finding the right place to live is one of the most important factors of your absorption. Naturally, you will want to consider whether you prefer to live in a large city, a small town, or a rural community. Other considerations include the makeup of a neighborhood, e.g., other immigrants who speak your language, average age of residents, the distance to your place of employment, price of apartments, neighborhood services, and the climate of the region. During the initial period in Israel, many new immigrants prefer to rent an apartment, and to purchase at a later stage.

Renting an Apartment

In Israel, apartments are available for short-term rental, generally for one year with a renewal option lease. Individuals, and not commercial enterprises, usually own rental apartments, and apartments are generally unfurnished or partially furnished. You can find apartments for rent advertised in the press, online, and on local neighborhood notice boards. In most cases, rental contracts are for one year at a time, and it is accepted practice to pay rental fees for a few months in advance. If your rental contract is not a standard format, it is recommended to consult with a lawyer.

See the Ministry of Aliyah and Integration website to view a sample rental contract.

Purchasing an Apartment

You can choose to purchase either a new or second-hand apartment. In many cases, new apartments are sold in various stages of construction, or even while they are still in the planning stage. You can purchase an apartment from its former owners, with or without the assistance of agents, or from one of the construction companies. You can find apartments for sale in the press, through agents, online, or at housing fairs in various locations.



Purchasing an apartment is a major financial investment. The majority of buyers, both new immigrants and veteran Israelis, receive government assistance for the purchase of an apartment. Government assistance is in the form of mortgages, and in some cases, grants. Loans are also available from the banks. In most cases, new immigrants enjoy preferential terms for government mortgages.

See the Ministry of Aliyah and Integration website to view a sample purchase contract.

Note: The Ministry of Aliyah and Integration website contains sample contracts for renting, purchasing, and selling an apartment.

Regulations for Assistance

As a rule, the Ministry of Aliyah and Integration, together with the Ministry of Construction and Housing, provides housing assistance to new immigrants with a valid *te'udat zeka'ut* who are classified as "without housing." The *te'udat zeka'ut* is a document issued by the government of Israel that details the level of assistance to which the holder is entitled. The eligibility and terms of assistance is determined by family status and size, number of years in Israel, and other factors. A *te'udat zeka'ut* is valid for a defined period, usually for one year, and is usually linked to the period of benefits as a new immigrant.

The certificate is issued by one of the housing-assistance companies (correct at the time of publication):

- Amidar
- Milgam
- M.A.G.A.R.

In order to receive rental assistance it is necessary to apply for a *te'udat zeka'ut* from a bureau of one of these companies, which are located throughout the country. For details about days and hours of operation, contact the companies. see Useful Addresses.

Note: Receiving regular rental assistance is not contingent upon



possession of a *te'udat zeka'ut* . New immigrants who are eligible for increased rental assistance, for example individuals who receive particular benefits and allowances from the National Insurance Institute, single-parent families, must apply for a *te'udat zeka'ut* from a housing-assistance company. Consult with the company to determine the necessary documents.

A *te'udat zeka'ut* is a personal document, and only those individuals listed may utilize it.



Basic Conditions

The government extends housing assistance to those considered “without housing.” The definition of “without housing” includes both individuals and families in which each member meets the following criteria:

- Neither currently possess an apartment in Israel or part of an apartment, nor have been in possession of an apartment in Israel, nor have had partial ownership of an apartment.
- Hold a valid “*te'udat zeka'ut*” (Certificate of Eligibility) issued to those “without housing” by a mortgage bank.

Rental Subsidies

New immigrants classified as “without housing” are in most cases eligible for rental subsidies for an apartment

NOTE: Rental subsidies are for a consecutive five-year period. Recipients who travel overseas for a lengthy amount of time cannot extend the five-year period.

Obtaining a Rental Subsidy

As stated above, during the first seven months in the country, rental subsidies are included in Absorption Basket payments. Following the period of Absorption Basket assistance, consult with a personal



absorption counselor to check eligibility for continued assistance.

New immigrants can receive rental assistance without an income-test. The assistance varies according to family size, age, and length of time in Israel. More information is available from the personal absorption counselor.

In order to receive a rental subsidy, some categories of persons are required to request a "*te'udat zeka'ut*" at a branch office of one of the housing-assistance companies. See details above.

Mortgages

New immigrants with a valid *te'udat zeka'ut* and classified as "without housing" can apply for a Government mortgage (*mashkanta*) for housing.

The word "*mashkanta*" describes a mortgage in which the object of purchase (the apartment) is held as collateral against repayment of the loan. Repayments are usually linked to the Cost of Living Index and to interest, on a monthly basis for a period of 20-28 years.

Mortgages are calculated according to the "point system," which comprises two elements: length of time in Israel and the number of children in the family. A pregnancy is included among the number of children from the fifth month, with the exception of a single-parent family, which is considered a family only following the birth of the first child.

New immigrants who serve in the IDF in regular compulsory service, or in National Service, receive a mortgage supplement based on the number of months of service.

For information about the point system and about categories of eligibility for mortgage supplements, visit the Ministry of Aliyah and Integration website.

To check eligibility for a mortgage, consult one of the mortgage banks.

New immigrants have the option of purchasing an apartment together



with immediate family members. Participants in the purchase can be eligible for 80% of the total mortgage according to their points. New immigrants who serve in the IDF in compulsory service or in National Service can receive a mortgage supplement based on the number of months of service. The amount of the mortgage is according to the collateral required by the bank and subject to the regulations of the Bank of Israel on the matter of equity capital of at least 25% of the purchase price of the apartment.

In some areas of the country, primarily the peripherial regions, the Government often encourages purchasing an apartment by offering loan supplements known as "location loans" (*halva'ot makom*). Amounts vary according to location, the type of apartment, and prevailing market conditions. For more information, consult with a mortgage bank.

Public Housing

Public housing apartments are for those who meet specific conditions:

- Elderly couples and elderly singles that receive old-age pensions with income supplements from the National Insurance Institute and authorized after 1989.
- New immigrants with a disability and before retirement age and who receive a disability classification from the National Insurance Institute of 75%, and are in Israel for less than 15 years.
- Single-parent families that meet specific criteria.
- Families with many children that meet specific criteria
- Families in which one member suffers from a chronic illness, or has at least a permanent 75% disability authorized by the National Insurance Institute.
- New immigrants of pre-retirement age, who are in Israel within up to 5 years of pension-age, and who made aliyah following September 1989. It is necessary to pass a committee. Eligibility is according to income level that is periodically determined by the Ministry.



Period of Eligibility

The period of eligibility for public housing is 15 years from the date of aliyah. At the conclusion of the 15-year period, it is possible to apply to the Ministry of Construction and Housing to check eligibility for continuation of assistance.

In order to assess eligibility for public housing according to the regulations and availability of the Ministry, consult a housing counselor, and provide the following documents:

- Te'udat oleh
- Certificate of divorce for a single-parent family in which the divorce took place in Israel, or *te'udat zehut* that indicates divorced family-status for persons who divorced overseas.
- Medical certification for applicants with severe chronic illness
- Authorization of disability from the National Insurance Institute or the Ministry of Defense for applicants with disabilities
- Signed "Medical-Nursing" form by a health-fund nurse and physician.

It is likely that applicants will be required to supply additional documents.

Residency is on a rental basis only, and the majority of apartments are located in peripheral areas of the country. An applicant may not necessarily receive a placement in their current city of residence. The period of eligibility is 15 years from the date of aliyah. In certain cities, there are hostels that serve as sheltered housing for the elderly. The Ministry of Aliyah and Integration also rents buildings to serve as sheltered housing for elderly new immigrants. Only immigrants who receive special old-age pensions and income supplements from the National Insurance Institute are eligible to reside in these buildings.

The waiting period for public housing can be several years. Consult with a personal absorption counselor for more information.

NOTE: For detailed information on housing, consult the mortgage banks, or visit the Ministry of Construction and Housing website: www.moch.gov.il



Employment



Finding worthwhile and satisfying employment is one of the main elements of successful absorption. A number of factors are involved, including the state of the job market, professional skills and the level of demand for them, educational background, age, and experience. In some cases, successful employment also depends on your willingness to change your profession or to undergo retraining and develop new skills, as well as on your ability to take the initiative, make contacts, and promote yourself.

A number of basic steps are involved in vocational integration:

- Learning Hebrew.
- Translation of diplomas and professional documents (this is not always necessary for documents in English).
- Evaluation of degrees by the Department of Evaluation of Overseas Diplomas of the Ministry of Education. This is necessary for determining salaries for public-sector employment.
- Mapping out an employment plan with a personal absorption counselor.
- Professional licensing or certification.
- Searching for a job.
- Vocational training or retraining for those who are unable to find employment in their field.

Personal Employment Plan

During the initial absorption period, new immigrants can start to devise an employment plan together with a personal absorption counselor. They may do so even while still studying in ulpan. The plan is based on educational background, professional skills,



and experience, in accordance with the demands of the Israeli job market. The plan includes the necessary steps such as translating documents. The personal absorption counselor also advises about eligibility for various forms of assistance including referrals to courses, preparatory courses for licensing exams, and more.

Hebrew Study



In order to integrate into most fields, new immigrants must reach a reasonable level of Hebrew. Not only do certain professions require Hebrew proficiency as a condition of licensing and recognition, but immigrants also have to deal with employers and colleagues in Hebrew. There are Hebrew ulpan facilities in almost every city. Vocational ulpan programs are open to all new immigrants, regardless of profession, and emphasize language skills for finding work.

There are also special ulpan programs for regulated professions. They offer professional terminology and background preparation for preparatory courses for licensing exams.

For information on Hebrew study options in various locations, and for a referral to the most suitable ulpan, consult with a personal absorption counselor at a Ministry of Aliyah and Integration branch office.

You can also consult the booklet entitled "A Guide to Ulpan Study," available from the Publications Department. See the order form at the back of this booklet.

Translation and Evaluation of Documents

Diplomas and professional documents that are not in English or Hebrew should be translated and notarized. For more information, consult with a personal absorption counselor.

NOTE: the translation and authorization process can take a number of weeks. It is recommended to start taking care of translation and authorization procedures as soon as possible following aliyah.



Government Recognition of Degrees and Diplomas Awarded Overseas

In many cases, new immigrants must submit academic degrees and diplomas for evaluation to the Department of Evaluation of Overseas Diplomas of the Ministry of Education for purposes of determining salary in a public-sector job, as a condition for receiving a license to practice in specific fields, or when registering with the Government Employment Service or Government-sponsored courses. The evaluation procedure can take several months, therefore it is advisable to begin procedures as soon as possible following aliyah. For more information, consult with the Department of Evaluation of Overseas Diplomas of the Ministry of Education. You can also find information on the Ministry of Education website. See Useful Addresses.

There are two methods by which you may submit degrees for evaluation:

1. By mail: photocopy all required documents (see the Ministry of Education website (www.education.gov.il) of a list of required documents) and have an attorney verify each copy as faithful to the original "*ne'eman lemakor*". The verification must include the attorney's full name and license number. It is also necessary to fill out a request form that you can download from the Ministry website. Send the form and the documents to:

The Ministry of Education

The Bureau for Evaluation of Foreign Academic Degrees and Diplomas

22 Rehov Kanfei Nesharim, Jerusalem, 9546434.

Each academic document must be from the university itself and not from a branch.

It is necessary to supply a notarized translation of all relevant documents that are not in Hebrew or English.

2. In person: it is possible to apply in person at the nearest Ministry of Education district office and supply all of the necessary



documents (**originals and photocopies**), as well as the request form that is available for download on the Ministry website.

Note that preference is given to applications by mail. For more information about necessary procedures and documents, see the Ministry of Education website, www.education.gov.il.

Pre-Aliyah Service: Easing the Licensing Procedure in Israel for Regulated Professions by Investigating Eligibility in Principle Prior to Aliyah

In order to ease the process of receiving a professional license in regulated professions, the Ministry of Aliyah and Integration together with the Ministries of Health, Economy, Health and others, operates an on line system that enables professionals to begin administrative procedures while still overseas prior to aliyah.

In order to submit documents for authorization in principle to practice a profession that requires licensing in Israel, it is possible to utilize an on-line form. It is necessary to provide pertinent details and attach documents and permits as required according to the profession. Following examination of the documents and receipt of authorization in principle, new immigrants who make aliyah can then begin licensing procedures as necessary. For more information, see the list of professions in the chapter entitled "Receiving Information Prior to Aliyah," above.

Licensing and Recognition Procedures

Most professionals must undergo official licensing or recognition procedures, including exams, in order to practice in Israel. Some types of professionals may be able to take a preparatory course for licensing exams in their field. The Ministry of Aliyah and Integration often assists with full or partial coverage of fees for preparatory courses. In other cases, courses participants may be able to apply for a subsistence allowance or income supplement during the



course. Consult with a personal absorption counselor to check the possibilities of participating in a preparatory course.

The following is a brief summary of the requirements for various professions

Medical Professionals



The Ministry of Health divides medical professions into two categories:

1. **Professions regulated by law;** this includes physicians, dentists, pharmacists, pharmacy assistants, optometrists and ophthalmologists, and hypnotists. Practitioners in these professions must pass exams and receive a license from the Ministry of Health in order to work in Israel. The Ministry also grants Certificates of Recognition to medical laboratory workers, clinical geneticists, physiotherapists, speech therapists, dieticians, dental hygienists and technicians, and occupational therapists.
2. **Professions not regulated by law;** this includes professions classified as “alternative” or “supplementary” medicine, such as acupuncture, reflexology, massage therapy, naturopathy, etc. The Ministry of Health does not supervise or regulate these professions, although this could change in the future.

Note: For more information, consult the website of the Division of Medical Professions of the Ministry of Health: www.health.gov.il/professions. See also the booklet entitled “Medical Professionals,” available from the Publications Department.

Medical professionals should apply to the nearest branch of the Ministry of Health. Submit all diplomas and documents attesting to studies, internships, specialization, and work experience. The Ministry will then explain what they require in terms of exams,



internships, etc. Have all documents not in Hebrew translated and notarized. Physicians recognized as a specialist or that have practiced for at least 14 years may be exempt from parts of the licensing exam

There are no exemptions for dentists from the licensing exam. The Ministry of Health evaluates eligibility to take the exam. To apply for the exam, bring translated and notarized diplomas, any relevant translated and notarized work documents, two photos, and *te'udat oleh* to a District Health Office (see Useful Addresses).

Dental hygienists (*shinaneyot*) must successfully pass a licensing exam in order to work in Israel. The Ministry of Health evaluates eligibility to take the exam. Contact the Ministry for more details, or consult the booklet entitled "Medical Professionals," available from the Publications Department. See the order form at the back.

Psychologists must have a master's degree or Ph.D. in psychology, and meet all requirements for registration in the Psychologists' Register. To register, contact the nearest Ministry of Health District Office and submit all required documents attesting to education and professional background. Following this, file a request with the Secretariat of the Council of Psychologists to determine whether they will issue a license to practice, or require an internship. Before applying, it is advisable to check the Ministry of Health website for updated information: www.health.gov.il or contact the Ministry of Health "Kol HaBriut" telephone line, *5400.

Veterinarians should contact the Ministry of Agriculture for details about taking the veterinary licensing exam.

Nurses

For recognition as a qualified nurse in Israel, new immigrants must hold a license issued by the Nursing Division (*Agaf HaSiud*) of the Ministry of Health. The Division grants licenses upon successful completion of a licensing exam. Eligibility to take the exam is based on general educational background, curriculum of nursing studies including the number of hours devoted to nursing theory



and practice, length of studies, and diploma. Midwives must meet additional criteria. It may be possible to take the nursing exams in English.

Consult the Ministry of Health for details. See Useful Addresses.

Teachers

Immigrant teachers should contact the Ministry of Education (see Useful Addresses) in order to apply for recognition. The Ministry reviews applicants' credentials and advises the necessary steps, such as retraining courses. It is necessary to submit degrees and diplomas to the Department of Evaluation of Overseas Diplomas as part of the process.

It is advisable to consult with a personal absorption counselor for updated information before applying to the Ministry of Education.

Lawyers



One who wishes to practice law in Israel must join the Israel Bar Association. Immigrant lawyers must meet four requirements for admission:

1. Recognition of legal credentials
2. Bar Examinations
3. Period of Articles (internship)
4. Residency in Israel

Submit copies of diplomas, transcripts, and certificates of recognition of past legal experience to the Central Committee of the Israel Bar (see Useful Addresses).



Social Workers

A social worker who wishes to practice in Israel must first gain professional certification, and apply to list their name in the Social Workers Register.

"Certification" refers to recognition of educational qualifications in accordance with legal regulations.

Graduates of recognized universities in Israel, as well as social workers holding degrees from abroad, should contact the Registrar of Social Workers at the Ministry of Labor and Social Affairs main office in Jerusalem and request an application form (see Useful Addresses). Return the form to the Registrar, along with a notarized copy and notarized translation of all relevant degrees.

The Registrar's office examines diplomas from abroad to ascertain that an applicant graduated from an accredited school. They then refer the request to the sub-committee of the Israel Association of Social Workers, which recommends whether to grant recognition. The certification procedure takes approximately one to three months.

Contact the Ministry of Labor and Social Affairs for details. See Useful Addresses.

Accountants



The first step in order to obtain a CPA license is to open a file at the Israel Auditors Council in Jerusalem (see Useful Addresses).

Submit an original CPA or CA license from the country of origin, a photocopy of the license, and a letter from the licensing board in the country of origin attesting that the applicant is a member in good standing (with the exception of payment of annual fees).



Non-license-holders must present an official university transcript and a syllabus of relevant courses.

Alternatively, in place of the original license, provide a copy of the license certified by an Israeli lawyer (not necessarily a notary,) or certified or notarized abroad according to local laws and authenticated by the Israeli Embassy or Consulate in the country of certification or notarization.

Applicants fill out forms and are informed of exam and internship requirements and exemptions.

Investment Consultants

Investment consultants and portfolio managers must pass exams administered by the Israel Securities Authority. For information on exams and specializations, visit their website: www.isa.gov.il .

Engineers and Architects



For recognition as an engineer or architect in Israel, apply to the Registrar of Engineers and Architects of the Ministry of Economy (formerly Trade, Industry, and Labor) (see Useful Addresses). Recognition is based on the type of degree and the standing of the institution from which it was obtained.

Architects, high-voltage electrical engineers, and chemical and civil engineers must also obtain a license in order to work in Israel. Details are available from the Registrar of Engineers and Architects.

Drivers of Heavy Vehicles, Public Transport Vehicles

Drivers must apply for licensing to the Ministry of Transportation.

Financial Consultants/Insurance Agents

Financial Consultants, Financial Marketing Agents, and Insurance Agents must apply to the Ministry of Finance to take exams and receive licensing.



Opticians

Opticians must apply to the Ministry of Economy, Senior Division for Professional Training.

Real-estate Agents

Real-estate agents must apply to the Registrar of Realtors of the Ministry of Justice to take exams and receive licensing.

Tour Guides

Tour guides should apply to the Ministry of Tourism for information about requirements and licensing.

Non-Academic Professionals

A number of professionals must have registration or licenses to work, including electricians, gas repairmen and others. The Ministry of Economy decides whether it is necessary for a given professional to receive certification. They also decide, on the basis of documents and experience, whether an applicant must undergo an exam or a period of internship before licensing. It is recommended that all non-academic professionals consult with the Ministry of Economy in order to ascertain what is required.

Drivers of heavy vehicles, buses, and taxis must consult with the Ministry of Transport.

Note: Other professions may require licensing or registration procedures. Visit the website of the relevant government ministry for information.



Finding Work



There are a number of resources that new immigrants can utilize for finding work. They include:

- New immigrants can receive a “basket” of vocational services through Ministry of Aliyah and Integration counselors at branch and district offices throughout the country. Services include an individual vocational plan, referrals to courses and retraining, and job placement.
- The Government Employment Service (from the second year in Israel)
- Notices in the press.
- Online resources.
- Placement agencies.
- Professional associations
- The immigrant associations.

NOTE: For more information, consult the booklet entitled “Employment,” available from the Publications Department. See the order form at the back of this booklet.

Assured Income for Those Seeking Employment

New immigrants of employment age, who have reached the conclusion of the period of Absorption Basket payments, and are seeking employment, as well as new immigrants that participate in a recognized vocational course of a minimum of 24 weekly hours, can be eligible for assured income payments from the Ministry of Aliyah and Integration. The period of payments is up to the end of the first year following aliyah. In order to be eligible for assured income, immigrants must register with the Ministry and report to a personal absorption counselor.



Training and Retraining Courses

New immigrants who report to a personal absorption counselor and who have not found employment, or have a profession that is not in demand in Israel, may be eligible for retraining, refresher courses, and more. For information, consult with a personal absorption counselor.

Participation in Salary

In some cases, the Ministry of Aliyah and Integration may participate in an immigrant's salary for a limited period. Assistance is to encourage the hiring of immigrants, and is conditional on the employer's commitment to continue employment at the conclusion of the period of assistance.

The following categories may be eligible:

- Academics who have found employment in Government ministries, public institutions, and similar frameworks.
- Scientists recognized by the Center for Absorption in Science.
- Immigrants working for a private employer.
- Immigrant artists and athletes.

For details, consult with a personal absorption counselor.

Scientists & Researchers

New immigrants and returning residents who meet the criteria for recognition as a scientist of the Center for Absorption in Science may be eligible for assistance from the Center. The Center aids in employment by partially covering salaries, and granting assistance for projects. The Center can provide guidance and advice, as well as consolidate scientific projects and supply referrals to potential employers or bodies willing to support scientific projects. Additionally, the Ministry of Aliyah and Integration awards scholarships to eligible research students (Ph.D) through the Center. For information, contact the Center for Absorption in Science. See Useful Addresses. You can also consult the booklet entitled "Scientists and Researchers," available from the Publications Department. See the order form



at the back of this booklet. Information is also available on the Ministry's website, www.klita.gov.il

Artists and Writers

New-immigrant and returning-resident artists and authors who meet eligibility requirements can receive assistance from the Ministry of Aliyah and Integration following recognition by a professional evaluation committee in the relevant area (music, plastic arts, literature, cinema and television, theater, etc.).

For more information about a referral to a professional committee, consult with a personal absorption counselor.

Assistance to Athletes

Athletes and coaches recognized by the Sport Authority can receive special one-time financial assistance. Consult with a personal absorption counselor for details.

Assistance to Entrepreneurs

The Ministry of Aliyah and Integration assists eligible new-immigrant and returning-resident entrepreneurs in conjunction with local authorities, Business Centers for New Immigrants and Returning Residents ("Ma'alot") and other public institutions.

Assistance is through the following channels:

- Coordinators at Ministry of Aliyah and Integration branch offices offer guidance, give referrals to Business Centers for New Immigrants and Returning Residents ("Ma'alot") and handle applications for loans.
- Business Centers for New Immigrants and Returning Residents operate with the support of the Ministry of Aliyah and Integration. They offer business advisors who provide ongoing counseling and support from the idea stage until the establishment of the business. They help to draw up business plans, estimate the amount of capital needed to open the business, evaluate the risks involved, and guide the new-immigrant entrepreneur through the process.



To receive information or assistance, consult with a personal absorption counselor or entrepreneurs coordinator. More information is also available from the joint website of the Ministry of Aliyah and Integration and the Israel Small and Medium Enterprises Authority: www.2binisrael.org.il

Income Tax Credits

In most cases, new immigrants are eligible for income tax concessions in the form of credit points for 3.5 years following aliyah. Immigrants receive three credit points during the first year and one half, two points for the year following, and one point during the last year. Each credit point is worth a specific monetary amount (that changes from time to time). In order to receive the tax credit, complete Form 101 and submit it to the employer, before the conclusion of the fiscal year (before the end of December). Attach a copy of the te'udat oleh. Returning minors should verify their rights with the Income Tax Authority. See Useful Addresses.

Tax Reform Program



New immigrants and returning residents can be eligible for particular exemptions on taxes on income **from abroad** and from reporting certain forms of assets and income whose source is **from abroad** for a 10-year period. For more information, consult with a personal absorption counselor, and see the Ministry of Aliyah and Integration website, www.klita.gov.il.



Social Services

Two main bodies offer social services in Israel; the National Insurance Institute, which provides a variety of financial aid to those eligible, and the Ministry of Labor and Social Affairs, whose services are primarily, but not exclusively, administered through the Social Services Departments of the local authorities. They also maintain a National Assistance Line, 118, that operates in several languages. Further, new immigrants experiencing difficulties can also turn to the Ministry of Aliyah and Integration.

A large number of voluntary and non-profit organizations complement official services.

Social Services of the Ministry of Aliyah and Integration

The Ministry of Aliyah and Integration provides assured income to new immigrants who meet eligibility criteria, are categorized as “dependent” and unable to work due to their age, the state of their health, or family situation. Neither the applicant nor the applicant's spouse receives any other assistance from the Ministry of Aliyah and Integration or the National Insurance Institute; if a spouse is employed their salary does not exceed minimum wage.

Categories and Conditions of Eligibility for Those Categorized as “Dependent”

Single-parent family

Single-parent families may be eligible for assured income according to the following criteria:

- The parent is above the age of the 14.
- The youngest child is below the age of 7.
- The child/ren reside with the parent.

Pregnant Women

A pregnant woman may be eligible for assured income according to the following criteria:



- She is a minimum age of 14.
- She is in her 13th week of pregnancy and up.
- Neither the woman nor her spouse is employed or studying in a vocational course.
- Also eligible are pregnant women who are unable to work due to risks to the pregnancy.

New Immigrants before Retirement Age

- New immigrants who have not reached retirement age may be eligible for assured income according to the following criteria:
- Women age 55 up to pension age, men age 60 up to pension age.
- Women age 60 and men age 65 must provide authorization of eligibility from the National Insurance Institute, and authorization that they are not eligible to receive an old-age pension from the National Insurance Institute.

New Immigrants of Retirement Age

New immigrants of retirement age should consult with a personal absorption counselor at the Ministry of Aliyah and Integration.

The Chronically Ill or Hospitalized

The chronically ill may be eligible for assured income according to the following criteria:

- Age: men aged 18 to retirement age, women aged 18 to retirement age.
- The National Employment Service has certified that they are unable to place the applicant in employment due to their state of health.

Persons in all other categories should consult with a personal absorption counselor at the Ministry of Aliyah and Integration.



Persons with Visual, Physical, and Cognitive Disabilities

Persons with visual, physical, and cognitive disabilities may be eligible for assured income according to the following criteria:

- Age: 18 to retirement age
- It is necessary to have appropriate medical certification from a physician, or a referral from the Ministry of Social Affairs Department of Services for the Blind or Department of Services for Persons with Cognitive Disabilities.
- Applicants may be neither employed nor participating in a course.

Persons Caring for an Ill Family Member

Persons caring for a chronically ill family member may be eligible for assured income according to the following criteria:

- The family member is a spouse, parent, or child.
- Age: Men age 18 to retirement age, women age 18 to retirement age.
- The family member resides with the caretaker.
- It is necessary to provide appropriate medical certification.

Persons in Treatment for Substance Abuse

- To be eligible for assured income, applicants must be admitted for treatment at a substance-abuse rehabilitation facility.

Persons Classified As “Homeless” By the Ministry Of Social Affairs

- Homeless persons who receive assistance from the Department of Services to the Homeless, or from the social services department of their local municipal authority, can be eligible for assured income.

Those not classified as dependent, and *not eligible* for “assured income” include:

- Families in which one spouse is employed, and receives a salary above a set wage, or who receives income assistance from the National Insurance Institute.



- Families in which one spouse is a veteran Israeli or a returning resident.
- Families in which the applicant, or the applicant's spouse, already receives any other form of assistance from the Ministry of Aliyah and Integration or the National Insurance Institute.
- Individuals or families that own an automobile, with the exception of those who receive a mobility allowance from the National Insurance Institute, or whom the National Insurance Institute have authorized to own an automobile for medical reasons.

Period of Eligibility

- The period of eligibility for assured income assistance begins six months from the date of aliyah.
- The period of assistance is for 6 months.
- Following the end of the first year of aliyah, apply to the National Insurance Institute for assured income benefits. It is necessary to meet all criteria for eligibility for National Insurance Institute benefits.

The level of assistance is based on the number of family members listed in the *te'udat oleh*, including children up to the age of 18.

Application Procedure



Apply for assured income through a personal absorption counselor at a Ministry of Aliyah and Integration branch office, and supply all relevant documents. An applicant whose request is approved will receive payments into their bank account.

Special Assistance to New Immigrants Experiencing Temporary Difficulties – District Director's Fund

In cases of temporary difficulties, new immigrants may apply for financial assistance through the District Director's Fund at a branch office of the Ministry of Aliyah and Integration. Application is through a personal absorption counselor. Aid is on a one-time



basis only. The period of eligibility is the first five years following the date of aliyah.

The National Insurance Institute

According to Israeli law, every resident aged 18 and above must be insured by the National Insurance Institute (NII - *Bituach Leumi*,) and pay monthly insurance premiums and health-insurance premiums. This ensures various payments during periods of need. A married woman who does not work outside of her home is not obligated to make payments, but can investigate the possibility of doing so voluntarily, which will entitle her to her own old-age allowance in the future.

Payment of Insurance Fees

- Employers pay National Insurance Institute and health insurance premiums on behalf of their employees, and deduct a percentage from their salary. Make sure that your employer pays the necessary premiums on your behalf.
- The self-employed, students, and those who do not work must arrange for payment at the nearest branch office of the National Insurance Institute.
- New immigrants (including returning minors and immigrant citizens) are usually exempt from making payments during their first year following aliyah, on condition that they do not have income from employment or other sources, or that income from other sources does not exceed more than 5% of the average wage. There are some specific categories of new immigrants who are eligible for certain National Insurance Institute benefits during the first year following aliyah, however in most cases new immigrants are not entitled to National Insurance Institute payments until following their first year in the country after aliyah. For details, consult with the National Insurance Institute or a personal absorption counselor. See also the booklet entitled "National Insurance," available from the Publications Department. Information is also available from the National Insurance Institute website, www.btl.gov.il.





Note: at the time of publication, changes to eligibility requirements and levels of assistance are possible. All eligibility for assistance is determined exclusively by National Insurance Institute policies and regulations. The information presented here is general, and does **not** confer any form of eligibility for any type of assistance.

Principal Types of Insurance

Aid to New Mothers

The National Insurance Institute (NII) provides various forms of assistance to new mothers. This includes coverage of hospitalization expenses (hospitalization grant *-ma'anak ishpuz,*) and a maternity grant (*ma'anak leida,*) to help towards the purchase of essential clothing and equipment for the newborn. Employed women who give birth, or adopt a child below the age of 10, are in most cases entitled to maternity-leave benefits (*dmei leida*) as compensation for resultant loss of income. Benefits are paid for 7-14 weeks, based on length of employment prior to the birth, and on condition that the mother paid National Insurance Institute premiums during her period of employment. Compensation is based on salary prior to maternity leave up to a set maximum. It is subject to income tax. Note that self-employed women must continue to pay National Insurance Institute and health insurance premiums even during the period of maternity benefits.

Child Allowances

The National Insurance Institute pays child allowances (*kitzbat yeladim*) to residents of Israel for their children in accordance with the number of children and their ages. The allowance is a universal one, and the rate has no connection with the level or sources of the family income.

Parents file the claim for a child allowance through the hospital



when a baby is born. Parents must provide the hospital with their bank account and identity numbers.

Similarly, new immigrants with children receive the allowance from their first day in the country, as do children who arrive without their parents, and non-residents who work in Israel. The payments are automatically deposited directly into the beneficiary's bank account.

Single parents may be entitled to an annual study grant from the National Insurance Institute for children ages 6-14. The grant is to help defray the costs of books and school supplies. The grant is paid once a year. Consult with the National Insurance Institute for details.

Note: for more information on payments and benefits, contact the National Insurance Institute branch office nearest you, or visit their website: www.btl.gov.il You can also consult the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back.

Income Support

Income *support* (*havtachat hachnasa*) ensures that every person and family who is unable to obtain a set monthly minimum income can secure an income sufficient to meet their basic needs.

Conditions of Eligibility

One whose income from salaries and other sources does not exceed an amount determined by law can be eligible for income support. The income test applies to both the applicant and the applicant's spouse.

The claimant must also be in one of the following categories:

- Those lacking work, for whom the Employment Service cannot secure employment in keeping with their state of health and physical capabilities.
- Those who have been directed to, and participate in, vocational training or retraining courses, on condition that the courses



take place during daytime hours, for a period not exceeding 12 months.

- Persons that participate in the “Lights to Occupation” program. Contact the National Insurance Institute for details.
- Employed persons who earn a salary, but whose income falls below a set minimum amount.
- A pregnant woman from the 13th week of pregnancy.
- A mother of a child up to the age of 2.
- A single parent with custody of a child or children up to the age of 2.
- One whose state of health prevents them from working for more than 30 consecutive days, or one who is caring for a sick family member (spouse, parent or child).
- Persons who have reached retirement age.

Others who may be eligible for Income Support payments include married minors, pregnant minors, families of convicts, released prisoners, disabled housewives and others. Check with the National Insurance Institute for more details.

Old Age Pensions

Note that retirement age is not the same as pension age. Retirement age is the age at which a beneficiary may be eligible for certain specific National Insurance Institute benefits, as well as various benefits from other official bodies.

Consult with a personal absorption counselor at the Ministry of Aliyah and Integration. or with the National Insurance Institute for details. See also the National Insurance Institute website for information: www.btl.gov.il.

Insured persons who reach retirement age are eligible for the old age pension if their income does not exceed a certain sum, on condition that they have accrued a “qualifying period.” Elderly immigrants with no other source of income may be eligible for a special old-age benefit.



Special Old Age Benefits for New Immigrants

Immigrants who arrive in Israel after age 60 to 62 (depending on their date of birth) are not insured, and are therefore not eligible for the standard old-age pension. However, if a new immigrant's income does not exceed a set amount, they may be able to receive a special benefit from the National Insurance Institute.

In most cases, eligible immigrants receive the special old-age benefit directly into the same bank account into which they receive Absorption Basket payments. It is not necessary to file a claim. An elderly immigrant who believes they should be eligible for a special old-age benefit, but does not receive it, should verify eligibility with the National Insurance Institute.

The National Insurance Institute pays the benefit on a monthly basis beginning from the month following filing of the claim.

Income Supplement

A recipient of an old-age pension or a special benefit for new immigrants, whose other sources of income do not exceed a set amount, may be entitled to an income supplement (*hashlamat hachnasa*) in addition to the pension. Persons receiving both an old-age pension, and an income supplement, may also be eligible for additional benefits including increased rental subsidies and discounts in municipal taxes.

Unemployment Insurance

Residents of Israel who work for an employer, and who pay National Insurance Institute premiums, are in most cases eligible for unemployment compensation from the National Insurance Institute. Eligibility is contingent upon working for a minimum period as defined by law. The duration of assistance varies according to criteria including age, family status and size, and the length of the period of employment prior to requesting compensation.

To apply for unemployment compensation, first register with the Government Employment Service. See www.taasuka.gov.il for



addresses. Registering at the Employment Service and reporting as necessary are conditions for receiving unemployment benefits.

Persons who continue to be unemployed following the period of compensation should investigate eligibility for assured income payments from the National Insurance Institute.

Military Reserve Duty Compensation



Citizens called up to do reserve duty (*miluim*) receive compensation on the basis of their salary (without fringe benefits) for every day of service.

A reservist who worked for one employer for at least 75 days during the three months prior to reserve duty receives compensation through their employer. A reservist who worked for less than 75 days, or stopped working before reserve duty, should file a claim at any local branch of the National Insurance Institute.

NOTE: Attach authorization form 3010 from the IDF to the compensation claim.

New immigrants who are conscripted into military service before they have begun to work for the required time period receive the minimum compensation. New immigrants who have not worked at all must verify that they have a file with the National Insurance Institute in order to receive compensation. For more details, contact the 24-hour reserve-duty telephone line. See Useful Addresses.

Additional Types of Insurance

- Disability insurance
- Work injury insurance
- Chronic care insurance
- Survivor's pension
- Insurance of workers in case of bankruptcy
- Alimony/child support insurance
- Compensation to Prisoners of Zion
- Compensation to victims of enemy actions.



Note: the information contained above is correct at the time of publication. It is presented for illustration purposes only, and does **not** confer any eligibility for any type of benefit. Eligibility and conditions for National Insurance Institute benefits are subject to change according to budgetary and other considerations. Be sure to check updated information whenever applying for benefits. More information is available from the National Insurance Institute branch offices, or on their website: www.btl.gov.il.

Benefits to Senior Citizens

The Ministry of Social Equality grants a senior citizens' certificate (*te'udat ezrach vatik*), which confers eligibility for discounts on public transportation, cultural events, entrance to some national parks, and on municipal taxes, electricity and water, according to eligibility criteria. Those who receive income supplements from the National Insurance Institute may also be eligible for discounts on some prescriptions included in the basket of health services provided by the health funds.

Eligible individuals should receive the certificate automatically upon reaching the appropriate age. Persons who do not receive a certificate, or who have any other questions, can contact the Ministry. See Useful Addresses.



Health Services



Every resident of Israel, including every new immigrant and temporary resident, is insured for health care under the National Health Insurance Law through payment of monthly premiums to the National Insurance Institute. This insurance entitles membership in one of the four health funds: Kupat Holim Clalit, Kupat Holim Leumit, Kupat Holim Maccabi, and Kupat Holim Meuhedet.

The law mandates that new immigrants are exempt from paying National Health-Insurance premiums for the first half-year following aliyah. Eligibility for exemption is from the date of receipt of new-immigrant status or eligibility as a new immigrant, and requires registration in a health fund. New immigrants may also be eligible for exemption on payments during the second half of the first year, on condition that they are not employed. In order to receive an exemption during the second half of the first year, apply to the National Insurance Institute.

New immigrants may register in the health fund of their choice, regardless of age or state of health, and receive the full range of services as mandated by law as part of the “Basket of Health Services.” This includes doctor visits, diagnostic and laboratory services, hospitalization, and reduced rates on prescriptions. Note, however, that not every type of service, treatment, or prescription is included in the basket. Members may purchase supplementary insurance from their fund in order to receive a wider range of coverage. Each fund offers a different plan. Be sure to investigate what each fund can offer before choosing.

Members may transfer from one fund to another twice a year, according to specific dates publicized on the Ministry of Health website. Transfer procedures are processed at branches of the Postal Bank or through the National Insurance Institute website. For information, see the Ministry of Health website.

Every person from the age of 18 must pay premiums. Employers deduct premiums directly from their employees’ salary at the



same time as National Insurance payments. The unemployed or self-employed must arrange with the National Insurance Institute directly.

In certain cases, those who receive assured income from the National Insurance Institute are exempt from certain fees when consulting medical specialists (within the framework of their health fund,) and for some examinations in facilities connected with their health fund.

Health Insurance for New Immigrants

New immigrants who do not register for health insurance at the airport, or who change status in Israel, register at the nearest post-office branch. It is necessary to bring a *te'udat oleh* and *te'udat zehut* or authorization of registration in the Population Registry. New immigrants who are not working can be entitled to six months of free health insurance. Immigrants who begin employment within this six-month period must start making payments. Temporary residents (A/1) do not receive six free months, must register with a health fund and the National Insurance Institute, and make payments according to income.



Note: the National Health Insurance Law does not cover persons who are in Israel on tourist and other temporary visas. They must arrange for insurance from their overseas provider prior to arrival in Israel. Persons who are in Israel for extended periods may be able to arrange for private coverage from one of the health funds, or from a private insurance company.

Note: it is important to register for health insurance as soon as possible following aliyah. Failure to do so can result in difficulties and delays in receiving medical care. See the section entitled "First Steps" for details on registering.



Family Health Centers



Family health centers (*tachanot lebriut hamishpacha*, formerly *tipat halav*) run in conjunction with the local authorities, offer a variety of services including pre-and post-natal care, preventative medical care, guidance on family planning, and care for the elderly. The local municipalities can provide information about Centers in each community.

School Medical Services

In many schools, students' health and development are monitored from first grade through completion of school. Children are examined by a doctor or nurse upon entering school, and again at age 12 upon transferring to junior high school. In addition, periodic eye and dental check-ups are conducted, as well as an orthopedic examination.

Emergency Services

Health Funds

The health funds are connected to emergency centers that provide services (medical examinations, lab tests, X-rays, and medications) at night, on the Sabbath and on holidays. In some cases, treatment is for a fee. Check with your health fund for more details. Each of the health funds also has a telephone line that operates 24 hours a day and can offer instructions and information in emergency situations. Check with the health funds for details.

Emergency Clinics

Emergency services such as Magen David Adom and Terem, provide emergency services for a fee, including first aid in the event of accidents, at night, on Shabbat or holidays, or other times when health fund clinics are closed. Information about emergency clinics is available from the health-fund telephone lines and websites.



Magen David Adom also transports sick and injured persons to hospitals.

In most locations, the telephone number of Magen David Adom ambulance service is **101**.

The health funds may partially reimburse members for treatment or medications.

United Hatzala also provides free, first-response treatment by doctors and paramedics in emergency situations, 24 hours a day, 7 days a week. Their number is **1221**.

Treatment and Hospitalization Through the Emergency Room

All treatments and hospitalizations through a hospital emergency room are subject to fees. The health funds reimburse for costs only when a Magen David Adom or family doctor has sent the patient to the emergency room, in emergencies such as road accidents, or when the visit results in hospitalization. Check with your health fund for details on their reimbursement policy.

In locations with a number of hospitals, the hospitals are divided into duty hospitals, with one hospital receiving pediatric emergencies, others responsible for obstetrics, orthopedics, etc. The listing of duty hospitals is published daily in the press. In cases where delay or extended travel time could result in further harm, go to the nearest emergency room regardless of whether it is the duty hospital.

Note: during any visit to an emergency facility, have your health fund membership card, as well as some method of payment. In most cases, checks are not accepted.



For additional information, see the booklet entitled “The Health System in Israel,” available from the Publications Department. See the order form at the back of this booklet.



Military Service



Every Israeli citizen above the age of 18 is required to serve in the Israel Defense Forces (IDF). At the age of 18, citizens are called upon to do compulsory service, and subsequently, annual reserve duty. Many people consider army service to be not only a necessity of life in Israel, but also a privilege of citizenship. In the army, recruits meet people from all backgrounds and walks of life. It is a valuable tool in helping to integrate into Israeli society.

Period of Service

Note: The information presented below is general information only. Length of military service is determined by the IDF according to various criteria and military personnel requirements.

Period of Service for Men and Women who Make Aliyah Following May 2015

Age on Arrival / Group	18-19	20-21	22-27	28 and Up
Single Men	32 months	24 months	Volunteering- minimum 18 months	Exempt
Married Men	24 months	18 months	Volunteering- minimum 12	
Women	24 months	12 months		

Note: Conditions and length of service for new immigrants are liable to change. For updated information, contact a conscription office, or the Meitav Service Center. See Useful Addresses.



Service in a Foreign Army

New immigrants who serve in a foreign army for 18 consecutive months or more are usually entitled to serve a shorter period of IDF service. If the resultant IDF service amounts to less than six months, service is in the reserves only. Those who serve in a foreign army for less than 18 months are also entitled to a shorter period of IDF service of a minimum of six months.

Physicians and Dentists

In most cases, physicians are inducted for regular, compulsory service of 18 months until the age of 35, and age 29 for dentists.

Physicians not inducted into compulsory service serve in the reserves.

Conscription Period

New immigrants are called up only after at least 12 months of residence in Israel. New immigrants conscripted for reserve military service only are called up once two years have passed since receipt of new immigrant status. All new immigrants age 18 and up should receive an initial "Order to Report for Registration" (*tzav hityatzvut*) for registration and medical examination purposes.

Note: You must report to the draft board within 6 months from the day you receive new-immigrant status, or eligibility as a new immigrant, regardless of whether you receive an "Order to Report for Registration."

Immigrant Reserves

The IDF allows new immigrants who make aliyah after the age of 18, and accepted for studies at an institution of higher education or post-secondary institution recognized by the IDF, to join the Immigrant Reserves.

The Immigrant Reserves (*Atudat Olim*) is a military track for those who complete high school overseas, and are interested in studying



for an academic or technical degree before military service. New immigrants that have a matriculation certificate (*te'udat bagrut*) or its overseas equivalent from their country of origin, and are of age for conscription into the IDF, can request to join the Immigrant Reserves.

For more information, see the booklet entitled "Military Service" available from the Publications Department, or consult with an IDF conscription center.

Assistance to Immigrant Soldiers

The IDF and the Ministry of Aliyah and Integration assist immigrant soldiers in compulsory service under the following circumstances:

- Lone soldiers (single immigrants who do not have parents in Israel) may be eligible for a monthly grant in addition to the monthly salary from the army
- Immigrant soldiers recognized by the IDF as lone soldiers or as eligible for family payments can be eligible for a monthly grant from the Ministry of Aliyah and Integration in addition to the salary and benefits from the IDF, in accordance with conditions of eligibility.
- Soldiers responsible for supporting dependent family members (i.e. parents, spouse, etc.) may be eligible for family payments from the IDF.

In order to be eligible it is necessary to meet the following conditions:

- A new immigrant, returning minor, or immigrant citizen who is conscripted into regular IDF service within 5 years of aliyah and recognized by the IDF as a lone soldier or eligible for family payments.
- A returning resident who is conscripted into regular IDF service within 2 years of aliyah and recognized by the IDF as a lone soldier or eligible for family payments.

For more details on assistance and eligibility, consult with the IDF or a personal absorption counselor.



Reserve Duty

Israeli citizens who do annual reserve duty receive compensation from the National Insurance Institute equivalent to their salary during that same period, on condition that they pay National Insurance Institute premiums according to law.

For more information, contact a branch office of the National Insurance Institute. See Useful Addresses. You can also visit their website: www.btl.gov.il, or consult the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back of this booklet.

For more information on service in the IDF, consult the booklet entitled "Army Service," available from the Publications Department. See the order form at the back of this booklet. You can also visit the Ministry of Aliyah and Integration website, www.klita.gov.il, or the IDF Manpower Division website, www.aka.idf.il.



Driver's Licenses



Overseas driver's licenses are valid in Israel for one year only from the date of entry. This applies to new immigrants, temporary residents, and returning residents.

Converting a License

New immigrants can convert their foreign driver's license within three years from aliyah; however, one may only drive on the overseas license for up to one year. Returning residents can convert their license within one year, on condition that they reside overseas at least 6 months and their overseas license is valid for at least 6 months. In order to receive an Israeli license, applicants must pass an optical examination and a practical driving test.

The Licensing Procedure:

1. Go to the closest office of Femi-Premium or Taldor in order to have a photograph taken for the license, and receive a form with personal information and the photograph. Supply the following documents:
 - Valid overseas driver's license issued prior to receipt of new immigrant status, and photocopies of the license. Note that licenses that are not in English must have a notarized translation.
 - *Te'udat zehut* or passport (passport for temporary resident or returning resident)
 - Authorization of residence in Israel (temporary residents)
 - *Te'udat oleh*.
2. Have an optical examination conducted by an ophthalmologist or eye doctor. Applicants that wear glasses or contact lenses must wear them during the examination.
3. Have a physical examination conducted by a general practitioner or a family doctor.



4. Submit the form received at Femi-Premium or Taldor, together with the authorizations from the eye doctor, and family or general practitioner to the nearest Licensing Bureau, along with the following documents:
 - Foreign driver's license (with a notarized translation if it is not in English)
 - Passport or *te'udat zehut*
 - *Te'udat oleh*.
5. Set a time with an authorized driving instructor for the practical driving test. In most cases, applicants will have to take a number of driving lessons before the exam.

Following receipt of permission to convert a license, the applicant can then receive an Israeli one.

Note that the Licensing Bureau converts licenses on specific days of the week. It is recommended to call in advance in order to find out the day and time at the nearest Licensing Bureau office.

New Immigrants Without an Overseas License

New immigrants who do not have a valid overseas driver's license may be able to receive an Israeli license according to the following criteria:

- Age 16 years and nine months and over for the practical test
- Age 16 years and 3 months for the theory test.
- Completion of at least 28 driving classes with an authorized instructor.
- Successful completion of both a practical and a theoretical driving test.

A new driver receives a two-year temporary license. At the end of two years, the temporary license is exchanged for a permanent one, on condition that the applicant has not committed any traffic violations.



An experienced driver must accompany new drivers under the age of 24 for a period of six months following receipt of the license.

Licenses for Public or Commercial Transport Vehicles



New immigrants who hold overseas licenses for public or commercial transport vehicles (i.e. buses and taxis) must request an equivalent Israeli license. It is necessary to present an overseas license. Applicants are also required to take various courses according to the type of license requested. For more information, contact the Ministry of Transportation. See Useful Addresses.

Public Inquiries and Complaints

A number of bodies accept public inquiries about violations of the law, failure to implement correct procedures, or unjust treatment. Some handle complaints against public institutions or government offices, while others deal with consumer complaints.

The Ministry of Aliyah and Integration

The Ministry operates a National Telephone Information Line for inquiries from new immigrants and returning residents. The Line operates 24 hours a day, except for Shabbat and holidays.

It is possible to file a complaint with the Department of Public Complaints via e-mail at info@moia.gov.il or through "Contact Us" on the Ministry website.

See Useful Addresses for more information.

The Jewish Agency

Submit complaints and inquiries regarding services of an aliyah shaliach, absorption centers, or other matters related to the Jewish Agency to the Public Complaints Division, P.O.B. 92, Jerusalem.



General Complaints and Inquiries

A number of bodies provide information to the public, and accept complaints and inquiries. Some of these bodies accept grievances against government or public bodies, while others deal with such issues as consumer rights.

Complaints Against Government Offices and Public Institutions

In government offices and public institutions, there is a department or employee responsible for handling public complaints. In addition, citizens can file complaints with the Commissioner of Public Inquiries of the State Comptroller's Office. According to the law, a citizen may bring a complaint to the office any time a law is violated, or in cases of flagrant injustice. The State Comptroller's office accepts complaints against government offices, public institutions such as Amidar, municipal building companies, institutions of higher education, the Electric Company, the Lottery, Egged, the health funds, and the telephone company. File a complaint within one year of an incident. The Commissioner will investigate the complaint and submit the findings to the complainant and to the body under investigation. The Commissioner is also authorized to recommend adjustments to defective practices.

How to Complain

In Writing: send letters to the Commissioner of Public Inquiries (see Useful Addresses). Sign the letter, and include your name and address.

In Person: Complain in person at any local branch office of the Commissioner of Public Inquiries (See Useful Addresses).

You may also submit complaints by e-mail: mevaker@mevaker.gov.il



Consumer Complaints

In matters relating to consumerism (prices, quality or merchandise, etc.):

- The Authority for Consumer Protection and Fair Trade of the Ministry of Industry and Economy.
- The Israel Consumer Council -- an independent body with branches in Tel Aviv, Jerusalem, and Haifa that handles complaints against private bodies, merchants, manufacturers, the phone company, and the electric company.
- The Consumer Protection Authority - associated with the Histadrut with offices in local labor councils. The Authority accepts all forms of consumer complaints, as well as against governmental and public bodies.

Filing a Complaint

Whenever filing a complaint in writing, be sure to include your full name, address, and identity number. If you send an inquiry to the Ministry of Aliyah and Integration, include your *te'udat oleh* number. Include a brief description of the basis of the complaint, and be sure to list all relevant details. Sign your complaint with your full name.

Citizens Advice Bureaus –“Shil”

“Shil,” (*Sherut Yutz LeEzrach*) offers advice, information, counseling and advocacy. “Shil” is run by the Ministry of Social Affairs and helps with problems with Government bodies and services, consumer issues, personal and family issues, and legal issues. Services are free of charge. See Useful Addresses.



Check List



The following list is to remind you of the necessary steps to take during your first weeks and months in the country, and help you to keep track of them. It is in alphabetical order for your convenience.

- Assistance to Students in Institutions of Higher Education The Student Authority
- Converting Overseas Driver's Licenses Licensing Bureau
- Financial Assistance Ministry of Aliyah and Integration
- Initial Counseling and Guidance Ministry of Aliyah and Integration/ Immigrant Organizations
- Issuing a Permanent *Te'udat Zehut* Airport/ Population and Immigration Authority
- Listing your Address in your *Te'udat Zehut* Post Office Branches
- Referral to Ulpan Ministry of Aliyah and Integration
- Opening a Bank Account Any Commercial Bank
- Registering Children in Kindergarten Local Authorities
- Registration in a Health Fund Airport/Postal Bank/Health Fund Secretariat
- Rental Subsidies Housing Assistance Companies
- Study Grants for Single-Parent Families National Insurance Institute
- *Te'udat Ma'avar* Population and Immigration Authority
- *Te'udat Zeka'ut* Housing Assistance Companies



Useful Addresses and Telephone Numbers



Telephone numbers and some addresses change frequently in Israel. Consult the latest telephone directory or information operator if you do not reach a number listed here. When a telephone number has been changed, there may not be a recorded message noting the change. Thus, if the number continues to be unanswered, check whether it is still in use.

Address

Telephone/Fax

Emergency Numbers

Police	100
Magen David Adom	101
Fax for Hard of Hearing	1-800-500-101
Fire Department	102
United Hatzala	1221
Eran Emotional First Aid	1201
Domestic Violence Hotline	1-800-220-000
Victims of Sexual Abuse	1202
Natal – Support Center for Victims of National Psychotrauma	1-800-363-363
Home Front Command	104



Ministry of Aliyah and Integration

www.klita.gov.il

info@moia.gov.il

Main Office

2 Rehov Kaplan

(02) 6752611

Kiryat Ben Gurion

Jerusalem

National Telephone Information Center

(03) 9733333

Southern and Jerusalem District Headquarters

31 Rehov Zalman Shazar

(08) 6261216

Beer Sheva

Fax: (08) 6230811

Publications Department

Fax: (02) 6241585

Haifa and Northern District Headquarters

(04) 8631111

15 Rehov HaPalyam

Fax: (04) 8622589

Haifa

Tel Aviv and Central District Headquarters

(03) 5209112

6 Rehov Esther HaMalka

Fax: (03) 5209121

Tel Aviv

Branch Offices

Ashdod and Ashkelon -1 Sd. Begin

Tzimer Bld.

1-599-500-914

Ashdod



Address	Telephone/Fax
9 Rehov Katznelson Ashkelon	1-599-500-915 Fax: (08) 6790770
10 Rehov HaShiva Beit Shemesh	(02) 9939111 Fax: (02) 9912540
15 Rehov Hillel Jerusalem	1-599-500-923 Fax: (02) 6249398
91 Rehov Herzl Ramle	1-599-500-912 Fax: (08) 9208019
1 Rehov Shalom HaGalil Acco	(04) 9910725 Fax: (04) 9916833
13 Rehov Hillel Yaffe Hadera	1-599-500-904 Fax: (04) 6108417
15 A Sderot HaPalyam Haifa	1-599-500-922 Fax: (04) 8632336
7 Rehov HaMeyasdim Kiryat Bialik	1-599-500-902 Fax: (04) 8742957
"Big" Bld. Industrial Zone Carmiel	1-599-500-920 Fax: (04) 9580875
Rehov HaMalacha "Lev Esekim" Bld. Upper Nazareth	1-599-500-903 Fax: (04) 6564019
47 Rehov HaShomer, Mercaz Klita Bild.2 Tiberias	(04) 6720399 Fax: (04) 6717061
39 Rehov Nitzanim Migdal HaEmek	(04) 6540331 Fax: (04) 6040376
39 Rehov Nitzanim Nahariya	(04) 9950400 Fax: (04) 9950404



Address	Telephone/Fax
28 Rehov Yehoshua Henkin Afula	(04) 6098300 Fax: (04) 6098305
104 Sd. Tel Hai Kiryat Shmona	(04) 6818400 Fax: (04) 6818405
Kenyon "Sha'arei Halr" Calshav Market Bld. Tzfat	(04) 6920218 Fax: (04) 6820571
Rehov Yerushalayim, Kenyon Rakafot Ma'alot	(04) 9078311 Fax: (04) 8202996
26 Rehov Eilat Holon	1599-500-908 Fax: (03) 5056997
23 Rehov HaTa'ash Cfar Sava	1599-500-906 Fax: (09) 7663515
Holon-Rishon LeTzion 3 Rehov Yisrael Galili Rishon LeTzion	1599-500-910 Fax: (03) 9525893
12 Rehov Binyamin Rehovot	(08) 9378000 Fax (08) 9390256
6 Rehov Esther HaMalka Tel Aviv	1599-500-901 Fax: (03) 5209173
3 Rehov Bareket Netanya	1599-500-905 Fax: (09) 8629435
26 Rehov HaHistadrut Petach Tikva	1599-500-907 Fax: (03) 9312606
31 Rehov Zalman Shazar Beer Sheva	1599-500-921 Fax: (08) 6280529



Address	Telephone/Fax
Kiryat HaMisradim	(08) 6341621
5 Sderot HaTamarim	Fax: (08) 6372367
Eilat	
34 Rehov Chen	(08) 6341527
Arad	Fax: (08) 9396201
8 Simhat HaTze'ela	(08) 6563888
Dimona	Fax: (08) 6563880
5 Sderot Lachish	(08) 6878666
Kiryat Gat	Fax: (08) 6878660
10 Rehov Yosef Semilo	(08) 9938673
Netivot	Fax: (08) 9943307
37 Rehov Herzl	(08) 9961284
Ofakim	Fax: (08) 9962743
8 Simtat HaPlada	(08) 6897033
Sderot	Fax: (08) 6610614

Information on Immigrant Arrivals

Ben Gurion Airport Branch Office (03) 9774111

Fax for Hard of Hearing (03) 9732143

Center for Absorption in Science

www.moia.gov.il/moia_he/scientistsproject/scientistsproject.htm

Technology and Exact Sciences (02) 6214664
allam@moia.gov.il

Social Sciences (02) 6214596
yanag@moia.gov.il



Address

Telephone/Fax

Medical and Life Sciences (02) 6214631
hoori@moia.gov.il

Business Centers for New Immigrants and Returning Residents ("Ma'alot")

Ramat HaGolan and the Eastern Galilee (04) 6760700
Haifa and the Kraiyot (04) 8703838
Hadera, Netanya, Ra'ananna, Cfar Sava, Herzlia (09) 8855661
Rehovot, Tel Aviv, Holon, Bat Yam, Bnai Brak,
Ariel, Judea & Samaria (03) 5501128
Jerusalem and parts of Judea & Samaria (02) 6794242
Ashdod, Ashkelon, Beer Sheva, Negev 054-7807807

Local Authority Information Lines

(Moked Ironi) 105/6/7

The Jewish Agency

www.jafi.org.il

Main Office

48 Rehov King George (02) 6202222
Jerusalem

Public Inquiries

(02) 6202347

Global Centers

In Israel 1-800-228-055
United States 1-866-835-0430
Canada 1-866-4218912
Great Britain 0-800-404-8984
Australia 1-800-445-781
New Zealand 0-800-448591
India 000-800-972-1056



Address**Telephone/Fax**

South Africa	0-800-996-886
France	0-800-916647
Belgium	0-800-70967
Brazil	0-800-891-8023
Argentina	0-800-444-9744
Mexico	1-877-684-55-52
Venezuela	0-800-100-5616
Spain	900-931-828
Uruguay	000-405-4416
Russia	8800-333-7460
Germany	0-800-181-9271
Austria	0-800-281-587
Denmark	00-800-5394-7424
Holland	0-800-022-1498
Finland	990-800-5394-7424
Norway	00-800-5394-7424
Sweden	00-800-5394-7424
Italy	00-800-47723528
Hungary	680-014-267
Portugal	800-814843
Panama	011-00800-226-5000
Peru	0800-54407
Chile	123-002-07904
Colombia	0-1800-915-7121
Switzerland	00-800-5394-7424

Nefesh B'Nefesh

www.nbn.org.il

5 Rehov Nachum Hefzadi	(02) 6595800
Jerusalem	Fax: (02) 6595701
Post-Aliyah Support	(02) 6595812



Address

Telephone/Fax

North America

nbnusa@nbn.org.il

50 Eisenhower Drive

Paramus, NJ

1-866-4-ALIYAH

United Kingdom

uk@nbn.org.il

JNF House, Spring Villa Park

Edgware, Mddx, HA8 7ED UK

0-800-075-7200

The United Kibbutz Movement

www.kibbutz.org.il

13 Rehov Leonardo Davinci

Tel Aviv

(03) 6352961

Religious Kibbutz Movement

www.kdati.org.il

7 Rehov Dubnov

Tel Aviv

(03) 6072777

The Population and Immigration Authority

www.piba.gov.il

National Information Line

*3450 or 1-222-3450

4 Rehov Hatikva

Beer Sheva

15 A Rehov HaPalyam

Haifa

1 Rehov Shlomtzion HaMalka

Jerusalem

125 Derech Begin

Tel Aviv



Dial a local authority information line, contact the Ministry Information Line, or see the Ministry website for information on local offices.

The National Insurance Institute

www.btl.gov.il

National Information Line

*6050 or 1-222-6050

District Offices

31 Rehov Shazar

Beer Sheva

8 Rehov HaPalyam

Haifa

4 Rehov Shimon Ben Shetach

Jerusalem

17 Rehov Yitzhak Sadeh

Tel Aviv

Dial a local authority information line, contact the National Insurance Institute National Information Line or see the National Insurance Institute website for information on district offices throughout the country.

The Ministry of Social Equality

www.shivyon.gov.il

P.O.B. 889

Givatayim

Migdal Vita

Information Line

*8840

P.O.B. 2512, Bnai Brak 5112401

For questions about the "Ezrach Vatik" card

(02) 6547025

Fax: (02) 6547049



The Customs Authority

www.taxes.gov.il/custom

Ben Gurion Airport (03) 9751111

Customs House

Lod

2 Rehov HaBanim (08) 8510610

P.O.B. 241

Ashdod

66 Rehov Kanfei Nesharim (02) 6545555

Jerusalem

125 Derech Begin (03) 6369444

Tel Aviv/Jaffa

3 Rehov Sha'ar HaNamal (04) 8354811

Haifa

HaKenyon HaAdom (08) 6383888

Eilat

31 Rehov Shazar (08) 6293333

Beer Sheva

Dial a local authority information line or see the Customs Authority website for information on local offices.

National Employment Service

www.taasuka.gov.il

National Telephone Information Line *9687/077-2718800

21 Rehov Yaffo, Kikar Safra

Jerusalem

125 Derech Begin

Tel Aviv



Address

Telephone/Fax

17 Rehov Tzahal
Haifa

4 Rehov HaTikva
Beer Sheva

Contact the telephone line and see the website for information on more bureau locations, public reception hours, etc.

Income Tax Authority

www.mof.gov.il

taxes@mof.gov.il

66 Rehov Kanfei Nesharim
Jerusalem

(02) 6545222

125 Sderot Begin
Tel Aviv

(03) 7633333

15 Sderot HaPalyam
Haifa

(04) 8630400

Beit Oshira
31 Rehov Shazar
Beer Sheva

(08) 6293555

23 Rehov Alhadif
Tiberias

(04) 6714141

For details on other locations, see the website or contact a local municipal authority.

The Ministry of Education

www.education.gov.il

info@education.gov.il

Information and Open Line for Students

1-800-250-025



Address**Telephone/Fax****Bureau for the Evaluation of Foreign Academic Degrees and Diplomas**

Ministry of Education
www.education.gov.il

22 Rehov Kanfei Nesharim (02) 5601684
Jerusalem

15 Rehov HaPalyam (04) 8632566
Haifa

4 Rehov HaTikva (08) 6263255
Beer Sheva

Contact the Bureau for information about necessary documents and for information about public reception hours.

Unit for Absorption of Immigrant Teachers

15 Rehov Kanfei Nesharim (02) 5604750
Givat Shaul
Jerusalem

2 Rehov HaShlosha (03) 6896573
Yad Eliyahu
Tel Aviv

15 Rehov Palyam (04) 8632666
Kiryat HaMemshela
Haifa

4 Rehov HaTikva (08) 6263333
Beer Sheva



Ministry of Labor, Social Affairs and Social Services

www.molsa.gov.il

Registrar of Social Workers

(02) 5085650

10 Rehov Yad Harutzim
Jerusalem

The Israel Auditors Council

www.justice.gov.il

22 Rehov Beit HaDfus
P.O.B. 34357 Jerusalem

(02) 6549333 / Ext. 1
Fax: (02) 6467937

Ministry of Economy and Industry

www.moital.gov.il

Unit for Electricity and Electronics

lfat.Aroch@moital.gov.il

Registration and licensing for electricians

(Postal address) 8 Rehov King David

(02) 6662030

Jerusalem

(Public-reception address) 24 Rehov Kanfei Nesharim

Jerusalem

Unit for Registration of Engineers and Architects

Recognition and authorization for engineers and architects.

24 Rehov Kanfei Nesharim

(02) 5550662

Jerusalem

The Ministry of Health

www.health.gov.il

2 Rehov Ben Tabai
Jerusalem

*5400



Address

Telephone/Fax

“Kol HaBriut” Telephone Information Service *5400/(08) 6241010
Call.Habriut@moh.health.gov.il Fax: (02) 5655969

S-Th: 8:00-19:00, Fridays and holiday eves, 8:00-13:00
Operates in English, French, Russian, Hebrew, and Arabic

The National Health Insurance Public Ombudsman

kvilot@moh.health.gov.il

39 Rehov Yermiyahu *5400/(08) 6241010
Jerusalem 9101002 Fax: (02) 5655981

Public Inquiries

pniot@moh.health.gov

39 Rehov Yermiyahu *5400/(08) 6241010
Jerusalem 9101002 Fax: (02) 5655969

Department of Medical Professions

39 Rehov Yermiyahu (08) 6241010 /*5400
Jerusalem Fax: (02) 5655969

Nursing Division

39 Rehov Yermiyahu (08) 6241010/*5400
Jerusalem Fax: (02) 6787782

Department of Dental Health

39 Rehov Yermiyahu (08) 6241010/*5400
Jerusalem Fax: (02) 5655969

Veterinary Services Unit-Ministry of Agriculture

www.vetserv.moag.gov.il/Vet/shirutim/Rishui/

P.O.B. 12 (03) 9681612
Beit Dagan



Central Committee of the Israel Bar

www.israelbar.org.il

mitmahim@israelbar.org.il

1 Rehov Chopin

Jerusalem

1-599-500-606

10 Rehov Daniel Frish

Tel Aviv

(03) 6362200

vaadmerkazi@israelbar.org.il

I.D.F. Induction Centers

www.aka.idf.il

National Meitav (Induction)
Information Line

*3529 / (03) 7388888

103 Rehov Rashi

Jerusalem

Tel HaShomer

Tel HaShomer, Sha'ar Kiryon
(main induction center)

12 Rehov Omar Al Kayam

Haifa

22 Rehov Yad VaShem

Beer Sheva

Rehov Alhadif

Tiberias

See the Army website for more information.



The Public Ombudsman of the State Comptroller's Office

www.mevaker.gov.il
mevaker@mevaker.gov.il

12 Rehov Hasan Shukri, POB 4394

(04) 8604444

Hadar Hacarmel

Fax: (04) 8649744

Haifa

12 Rehov Beit Hadfus

(02) 6665000

POB 669 Givat Shaul

Fax: (02) 6665204

Jerusalem

19 Rehov HaArba'a

(03) 6844000

POB 7024

Fax: (03) 6851512

Tel Aviv

8b Rehov Henrietta Szold, P.O.B. 599

(08) 6232777

Beer Sheva

Fax: (03) 6234343

Authority for Consumer Protection Ministry of Economy and Industry

www.moital.gov.il

Commissioner for Consumer Protection

5 Rehov Bank of Israel

(02) 6662590

Jerusalem

Israel Consumer Council

www.consumers.org.il

moatza@consumers.org.il

P.O.B 20413

1-700-727-888

Tel Aviv



Consumer Protection Authority of the Histadrut

93 Rehov Arlozorov

(03) 6921280

Tel Aviv

The Ministry of Transportation

www.mot.gov.il

National Telephone Information Center

1-222-56-78/*5678

Licensing Bureaus

(selected list)

17 Rehov HaTnufa

Caruso Building

Talpiot, [Jerusalem](#)

Clal Center

97 Rehov Yaffo

[Jerusalem](#)

1 Rehov HaLohemim

Tel Giborim

[Holon](#)

2 Rehov Edison

[Haifa Bay](#)

5 Rehov Manof

Emek Sarah

[Beer Sheva](#)

Dial a local authority information line or the Ministry of Transportation Information Line, or see the Ministry website for information on local offices.



Address**Telephone/Fax****Taldor**

Information Line

1-900-540040

Femi-Premium

(03) 5688140

Citizens Advice Bureaus – “Shil”www.shil.info

National Information Line

1-800-50-60-60

English-Speaking Immigrant Organizations**Association of Americans and Canadians in Israel (AACI)**www.aaci.org.ilinfo@aaci.org.il

37 Rehov Pierre Koenig

(02) 5617151

Jerusalem

Fax: (02) 5661186

94 Rehov Allenby

(03) 6960389

Tel Aviv

Fax: (03) 6960401

28 Rehov Shmuel HaNatziv

(09) 8330950

Netanya

Fax: 09) 8629183

Matnas “Yud Aleph”

(08) 6434461

Rehov Mordechai Namir

Beer Sheva

**UJIA Israel (Incorporating Olim from Britain, Australia,
and New Zealand)**

32 Rehov Tuval

(03) 6965244

POB 3624

Fax: (03) 6968696

Tel Aviv

Israel@UJIA.org.il

Moshav Meona

P.O.B. 5144

(04) 9975166



Address

Telephone/Fax

South African Zionist Federation

www.telfed.org.il

telfed@inter.net.il

Head Office

(09) 7446110

19/3 Rehov Schwartz

Fax: (09) 7446112

First Floor

Ra'ananna

13 Rehov Ben Maimon

(02) 5634822

Jerusalem

Fax: (02) 5663193

ESRA – English Speaking Residents Association

www.esra.org.il

esra_her@trendline.co.il

10 Rehov HaTsabarim

(09) 9508371

Herzliya



Other Available Publications

The following booklets are available from the Publications Department. To order, simply indicate the booklets you wish to receive and return the order form to the Publications Department, English Section, Ministry of Aliyah and Integration, 15 Rehov Hillel, Jerusalem 9458115. The publications will be mailed to you free of charge.

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| <input type="checkbox"/> Guide for the New Immigrant | <input type="checkbox"/> National Insurance Institute |
| <input type="checkbox"/> The Absorption Basket | <input type="checkbox"/> Retirees |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Regulated Professions-Where to Apply |
| <input type="checkbox"/> Employment Centers for New Immigrants and Returning Residents-Addresses and Telephone Numbers | <input type="checkbox"/> Accountants |
| <input type="checkbox"/> Education | <input type="checkbox"/> Artists, Writers, and Athletes |
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| <input type="checkbox"/> A Guide to Ulpan Study | <input type="checkbox"/> Map of Israel |
| <input type="checkbox"/> Health Services in Israel | <input type="checkbox"/> Nurses |
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| <input type="checkbox"/> The Life Cycle in Israel | <input type="checkbox"/> Scientists and Researchers |
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| <input type="checkbox"/> Ministry of Aliyah and Integration Addresses and Telephone Numbers | <input type="checkbox"/> "Sela" Job-Search Workshops |
| | <input type="checkbox"/> Teachers |
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Name _____

Address _____

Postal Code _____

Date _____



A moment of your time!

In order to improve the level and usefulness of the material presented in this booklet, we would appreciate it if you would answer the following questions:

1. Where did you get the brochure "Guide for the New Immigrant?"

Airport Ministry of Aliyah and Integration Other (specify)

2. To what extent did this booklet provide you with the information that you needed? (1 is the lowest rating, 5 is the highest rating)

1 2 3 4 5 Comments _____

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Place of Residence _____ Date _____

Please send the completed questionnaire to the Ministry of Aliyah and Integration, Publications Department, English Section, 15 Rehov Hillel, Jerusalem, 9458115, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Aliyah and Integration nearest you.

Thank you for your cooperation.

Best wishes for an easy and successful absorption!

