

משרד העלייה והקליטה

The Ministry of Aliyah and Integration



ENGLISH

צעדים ראשונים

Absorption - First Steps

11th Edition



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הודפס על ידי המדפיס הממשלתי

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First Steps in Israel

Bruchim HaBa'im LeYisrael! Welcome to Israel!

This booklet provides the basic information you need in order to get through your first few weeks in the country. It will help you to get out of the airport and settled in your place of residence, then guide you to where you need to go in order to start utilizing your rights.

For more thorough and in-depth information, refer to the series of informational booklets available from the Publications Department of the Ministry of Aliyah and Integration (see the order form at the back of this booklet).

BeHatzlacha! Good luck!

Note: this is the eleventh edition of this booklet, and hereby nullifies any previous editions. The information contained in this booklet is based on data provided by various official sources. Details are subject to change. In case of any discrepancy, the regulations of the Ministry of Aliyah and Integration and other official bodies will prevail.



The Ministry of Aliyah and Integration Website

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

The Ministry of Aliyah and Integration Telephone Information Center

The Telephone Information Center operates 24 hours a day, every day except for Shabbat and holidays. The Center staff can provide information in English about a range of topics including immigrant rights and other services. See Useful Addresses.

At Ben Gurion Airport

New immigrants who enter Israel with an *oleh* (new immigrant) visa begin the absorption process at the airport. Be sure to have with you 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.
- Passport photos of all family members over age 21. New immigrants under the age of 21 who arrive without parents must also have passport photos.
- 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).** Present your *te'udat oleh* when claiming all forms of Ministry of Aliyah and Integration assistance, and when taking advantage of various rights as a new immigrant throughout the absorption period. Single immigrants over the age of 17 and immigrant families receive a *te'udat oleh*. The *te'udat oleh* of a new-immigrant family must have the photos of both spouses, and must list all children up to age 21 who make aliyah with the family. Children of the family over the age of 21 receive their own *te'udat oleh*.

Present your *te'udat oleh* any time that you claim assistance and benefits from the Ministry of Aliyah and Integration, the banks, the Customs Authority, the National Insurance Institute, and other government bodies, as well as when registering with a health fund.



Important! Be sure to verify that the information in your *te'udat oleh* is accurate. Certain types of assistance are on the basis of family status, therefore it is essential that relevant details, such as the number of children in a family, and their ages, are correct.

- **Authorization of registration in the Population Registry (*sefach rishum uchlusin*)** – 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 (which is adjacent to the Ministry of the Interior). 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** – in most cases, 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. 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 covering transportation** from the airport to your destination in Israel.

The absorption process for returning minors and immigrant citizens who do not arrive with a new-immigrant visa starts at a later stage, following arrangement of status with the Ministry of Aliyah and Integration. However, returning minors and immigrant citizens 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 returning minors and immigrant citizens who already have a *mispaz zehut* (identity number) when they arrive can receive a *te'udat oleh* at the airport. For more information, see the "Guide for the New Immigrant." Returning residents can find information on various benefits and programs on the Ministry website, www.klita.gov.il.

Initial Financial Assistance

New immigrants, or persons who have eligibility as a new immigrant, (i.e., immigrant citizens and returning minors,) from all countries can be eligible to receive the Absorption Basket (*sal klita*). The Absorption Basket is financial assistance for initial expenditures, rent, and living expenses.



Eligible new immigrants receive a portion of the first payments at the airport 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. In order to receive the bank transfer it is necessary to open a bank account (see below).
- New immigrants who have children under the age of 18 can receive National Insurance Institute child allowances directly into their bank account. In most cases, new immigrants do not need to need to file a claim for child allowances, unless they change status to “new immigrant” in Israel.

Note: for detailed information on eligibility for the Absorption Basket consult the booklet entitled “Guide for the New Immigrant” and the pamphlet entitled “The Absorption Basket,” available from the Publications Department. See the order form at the back of this booklet.

Registering for Health Insurance

New immigrants can register for health insurance upon arrival in Israel at Ben Gurion Airport, or later at a postal bank (see below).

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. 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 secretariat 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.** For more details, see the section about registering for health insurance below.

Baggage and Customs

Once you have completed the registration process, go to the baggage claim area, and collect your luggage. Do not leave it unattended. Afterwards, take all of your belongings through Customs Inspection where you will be required to declare goods subject to Customs Duty. If you have nothing to declare you may pass through the "Green Lane."



In most cases, new immigrants are eligible for exemptions on Customs duties on household appliances. If you bring electrical appliances valued at more than \$200, you must declare the items and show your *te'udat oleh* with the exemption listed. You then go to the Customs Warehouse in order to release your shipment.

Note: for detailed information, consult the Customs Authority or visit their website: www.mof.gov.il/customs.



Leaving the Airport

New immigrants are entitled to free land transportation from the airport **on a one-time basis only** to a destination of their choice. It is worthwhile to take advantage of this service to bring your luggage to your place of residence. Simply present the voucher you receive at the Ministry of Aliyah and Integration reception office to the driver of the vehicle.

Note that the vehicle may only take up to three suitcases per family member. Passengers must transport additional suitcases at their own expense.



Changing Status in Israel

Persons who do not receive new-immigrant status at the airport, or who change their status to new immigrant after residing in Israel as a tourist or temporary resident, change status at the Population and Immigration Authority: www.piba.gov.il. The process involves supplying and verification of documents that attest to eligibility to receive Israeli citizenship according to the Law of Return. Suitable documents can include a copy of a parents' *ketubah*, or a letter from a rabbi at the synagogue with which an applicant was affiliated in their country of origin. Consult with the Population and Immigration Authority for more information.



The process may take some time, and applicants should take into account that until they receive official new-immigrant status they are not eligible for any assistance from the Ministry of Aliyah and Integration.

For more information about changing status in Israel, contact the closest bureau of the Population and Immigration Authority. Information and assistance are also available from the Jewish Agency Global Center. See Useful Addresses.



Important Steps to Take During Your First Few Weeks in Israel

During your first two or three weeks in Israel as a new immigrant it is important that you take each of the relevant steps listed below, in order to enable you to utilize/organize your initial period in Israel to maximum advantage.

- Meet with a personal absorption counselor at the Ministry of Aliyah and Integration.
- Open an account at the bank of your choice.
- Register with a health fund (*kupat holim*) if you did not do so at the airport.
- Register at a Hebrew ulpan.
- Apply for a permanent *te'udat zehut* (identity card) at the Population and Immigration Authority, if you did not receive one at the airport.
- Register children in school, kindergarten, and/or day-care through the local municipal authority.
- Consult with the Student Authority if you plan to pursue higher education studies in Israel.
- Contact the immigrant organization serving immigrants from your country of origin.



Your First Visit to a Personal Absorption Counselor at the Ministry of Aliyah and Integration

The main absorption official to whom you will have access, and who will process many of your requests for Ministry of Aliyah and Integration assistance, is a personal absorption counselor. It is the counselor's job to assist with the following:

- Enrolling in a non-residential Hebrew ulpan.
- Applying for various forms of assistance for which you may be eligible. Refer to the "Guide for the New Immigrant" (see order form at the back of this booklet) for details.
- Guidance about topics such as enrolling children in school, applying for a permanent *te'udat zehut*, referral to a Hebrew ulpan, renting an apartment, etc.
- **Note:** Be sure to supply your counselor with your bank account number and verification of a shekel deposit as early as possible, so that the Ministry of Aliyah and Integration can transfer financial assistance without delay.
- Your counselor can supply you with a password for accessing your immigrant's file online, which allows you to download forms, update personal information, and monitor exercise of your immigrant rights.
- Counselors are available at all branch and district offices of the Ministry of Aliyah and Integration (see Useful Addresses).



Important! Bring your *te'udat oleh* to every visit with your personal absorption counselor.



Opening a Bank Account

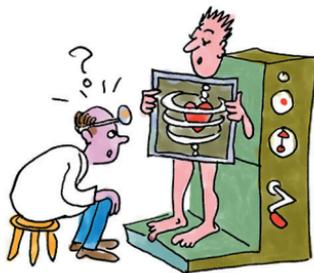
In order to receive the monthly Absorption Basket payments, it is necessary to open an account at the bank of your choice, and provide the Ministry of Aliyah and Integration with the account number and verification of a shekel deposit. It is recommended to do this within a few days of arrival in Israel. When opening a joint account, both spouses must be present at the bank. If one spouse is unable to come to the bank, the other must have their power-of-attorney. 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 Ministry.

Registering for Health Insurance

The "National Health Insurance Law" insures all citizens of Israel. Four health funds provide services: Kupat Holim Clalit, Kupat Holim Leumit, Kupat Holim Meuhedet, and Kupat Holim Maccabi. Each health fund has clinics throughout the country.

If you did not register in a health fund at the airport following arrival, or if you change your status in Israel, you should receive a voucher along with your *te'udat oleh* that entitles you to six



months of free health insurance, provided that you are not working. You then register at a local post office branch, where you present the following items:

- Voucher for six months of free health insurance.
- *Te'udat oleh*.
- *Te'udat zehut* (or Authorization of Registration in the Population Registry).
- Cash for a processing fee.

At the post office, indicate the health fund of your choice, 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 different health funds).

Afterwards, take the registration certificate stamped by the post office (or that you received at the airport) to the secretariat of the health fund. The health fund issues a temporary membership card, which you use to obtain medical services until you receive a permanent card. Your health coverage will go into effect immediately upon registration at the health fund. **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 a personal absorption counselor or the National Insurance Institute, and view information on the Ministry of Aliyah and Integration or the National Insurance Institute websites for details (www.klita.gov.il or www.blt.gov.il).



Health fund membership entitles the basic, universal “basket of health services” mandated by law. Members can also acquire a supplementary insurance package, “*bituach mashlim*,” for an additional monthly fee. Terms and benefits of supplementary insurance vary according to fund; it is worthwhile checking what each health fund can offer before making a final decision about which to join.

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.

For detailed information about the health-care system in Israel, refer to the booklet entitled “Health Services in Israel,” available from the Publications Department of the Ministry of Aliyah and Integration (see the order form at the back of this booklet). See also the brochure entitled “Registration in a Health Fund,” for a detailed description of the registration process.

Registering for Hebrew Ulpan

It is important to register at a Hebrew ulpan as soon as possible after obtaining new-immigrant status in Israel. New immigrants are usually eligible to receive a subsidy for ulpan study only within the initial **18 months** following the date of aliyah.

In order to find out about ulpan options and to register for study, consult with a personal absorption counselor at a branch or district office of the Ministry of Aliyah and Integration.



Note the following important points regarding ulpan study:

- Personal absorption counselors at the Ministry of Aliyah and Integration can only provide information and advice regarding Hebrew study options, as well as arrange for a subsidy of ulpan studies. While counselors can assure placement in an ulpan, they cannot guarantee placement in any specific ulpan at a specific time. If there is no class available in your immediate area, the counselor will refer you to an ulpan in the nearest possible location. For details, consult with a counselor.
- Students or candidates for admission at an institution of higher education in Israel should contact the Student Authority. The Student Authority can provide information about Hebrew-study opportunities especially for students (see Useful Addresses and section below entitled “The Student Authority”).

For more information about Hebrew ulpan, and for a list of ulpan programs in different locations, 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).

Preparing for Employment

Before completing ulpan, you should begin preparations for finding employment. The first thing to arrange is translation of educational documents (diplomas, transcripts, etc.), and documents that testify to work experience, if they are not in Hebrew or English. Translated



diplomas must be notarized. Also contact the appropriate regulating body to ascertain requirements for working in your profession in Israel, e.g., exams, licensing procedures, internships, etc. Consult a personal absorption counselor and the relevant licensing body for information.

A personal absorption counselor can also provide information about vocational ulpan, preparatory courses for licensing exams, training or retraining courses, and other assistance.

Arrange for evaluation of overseas degrees and diplomas by The Ministry of Education Bureau for Evaluation of Foreign Academic Degrees and Diplomas (*HaLishka LeHa'arachat Toarim Academi'im VeDiplomot MiChul*). This is especially important for purposes of applying for positions in the public sector, and for salary grade within the public sector. **Note that evaluation by the Bureau is not equivalent to professional recognition or licensing procedures by official bodies.**

Evaluation of overseas academic degrees and diplomas can take up to several months. It is advisable to begin tending to the matter, including the translation of certificates, as soon as possible.

There are two methods for submitting degrees for evaluation:

1. By mail: photocopy all required documents (see the Ministry of Education website - [www.education.gov.il] - for 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 is available for 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 an extension.

Applicants must 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 one of the Bureau locations (see Useful Addresses) 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.



Ordering a Permanent Identity Card at the Population and Immigration Authority

The law requires every resident of Israel over the age of 16 to carry an identity card (*te'udat zehut*) at all times. The *te'udat zehut* lists name, address, date of birth, and identity number as well as those of spouse and children. You must present it whenever requesting services from Government or public bodies as well as when voting. It is also often required when making credit-card purchases, claiming registered mail and packages, and many other situations in which it is necessary to prove identity.



In most cases, new immigrants receive their *te'udat zehut* upon arrival at Ben Gurion airport. Immigrants who do not receive their *te'udat zehut* at the airport are entered into the Population Registry by the Population and Immigration Authority and issued an authorization of registration. This authorization is in place of the permanent *te'udat zehut*. In order to apply for a permanent *te'udat zehut*, each spouse and each child over the age of 16 must appear in person at a Population Registry office (*minhal uchlusin*).

Supply the following:

- Authorization of registration in the Population Registry.
- *Te'udat oleh*
- A completed "*she'elon rishum leoleh*" form.
- Completed request form "*tofes bakasha lekabalat te'udat zehut.*"
- Original birth certificate or an original photocopy of the birth certificate.



- Foreign passport with new-immigrant visa.
- Official documentation of marital status (marriage certificate, authorization of divorce, etc.) and photocopies
- Two new, up-to-date, passport photos, size 3.5/4.5 centimeters

Note that you can download many of the required forms from the Population and Immigration Authority website, www.piba.gov.il.

Applicants may also have to supply proof of being Jewish, such as parents' marriage certificate, a letter from a local rabbi, etc.

For more information, contact the Population and Immigration Authority. See Useful Addresses.

Te'udat Ma'avar

During the first three months in Israel, new immigrants may travel abroad using their foreign passport from their country of origin with their new-immigrant visa stamp; following this three-month period, new immigrants must apply to the Population and Immigration Authority (www.piba.gov.il) for a *te'udat ma'avar*. This serves as a temporary Israeli passport, which new immigrants need for departing the country. New immigrants can continue to use an 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 Authority office to submit an application form (available for download from the Population Authority website: www.piba.gov.il.)

Bring your foreign passport and *te'udat zehut*, two passport photos and pay a processing fee. Following one year of Israeli residence and citizenship, it is then possible to apply for a regular Israeli passport. For more information, see the Population Authority website.



Registering Children in School, Kindergarten, and Day-Care

The “Compulsory Education Law” requires all children to be in an educational framework (kindergarten or school) from ages 3-17 (kindergarten through grade 12).

Studies at official kindergartens, primary, and high schools are free of charge, although there are various fees for books, supplies, trips, etc. For details, contact the Ministry of Education Information Center: 1-800-250-025.

Registration for primary school, kindergarten, and day-care is generally at the Department of Education (*Machleket Chinuch*) of the local authority. Bring the following documents:

- *Te’udat oleh*, with your current address
- Rental contract
- *Te’udat zehut* (or temporary identity certificate) of both parents.
- Birth certificate of each child
- Transcripts or certificates from schools children attended previously



Additional documents may be required. In order to find out exactly which documents you must provide, check with the Department of Education. In most locations, the information line of the local authority is 105/6/7.

Registration for high school is usually through the school itself.

For more information on the educational system in Israel, see the booklet entitled “Education,” available from the Publications Department of the Ministry of Aliyah and Integration (see order form at the back of this booklet).

New-immigrant students may be entitled to various forms of assistance within the school framework, such as tutoring in Hebrew,



concessions on *bagrut* (matriculation) exams, and other types of benefits. For information, consult a personal absorption counselor at the Ministry of Aliyah and Integration, the school principal, and the booklets entitled "Education," and "Information for Immigrant Students," available from the Publications Department. See the order form at the back of this booklet.

Higher Education

Students planning to pursue higher-education studies in Israel may be eligible for various forms of assistance from the Student Authority, including tuition subsidies and academic counseling. For more details, contact the Student Authority at one of the district offices of the Ministry of Aliyah and Integration (see Useful Addresses). You can also find information on the Ministry website, www.klita.gov.il.

The English-Speaking Immigrant Organizations

The English-speaking immigrant associations can offer a range of absorption-counseling services, social activities, and groups. They can also provide advice about rights and privileges from various bodies. For information regarding activities, membership, and more, contact the organizations directly, and visit them online. In most cases, you must call for an appointment in advance. See Useful Addresses.



Additional Steps to Take During Your First Months in Israel

During the first few months following aliyah, it is advisable to take the following additional steps:

- Once you start working, obtain an income tax exemption from the Income Tax Authority (*Mas Hachnasa*).
- Investigate eligibility for a discount on municipal tax (*arnona*) at the offices of your local municipal authority.
- Convert your foreign driver's license to an Israeli license through the Licensing Bureau (*Misrad HaRishu*). You have three years in which to do so (one year for returning residents and temporary residents) but may only drive on your foreign license for one year.
- Claim the lift ("container") you sent from your country of origin.
- Assistance towards rental expenses during the first half year following aliyah is included as part of the Absorption Basket. Following the first year, subsidies to eligible new immigrants are through the housing-assistance companies. Amounts are according to family size. Immigrants receive the rental subsidy directly into their bank account. Consult with a personal absorption counselor for details.

For more information, consult the series of informational booklets available from the Publications Department of the Ministry of Aliyah and Integration (see the order form at the back of this booklet).



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
United Hatzala	1221
Fire Department	102
Eran Emotional First Aid	1201
Ministry of Labor, Social Affairs and Social Services Hotline	118
Domestic Violence Hotline	1-800-220-000
Victims of Sexual Abuse	1202
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

Public Inquiries (02) 6752765

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 and District Offices

Ashdod and Ashkelon 1-599-500-914
Kiryat HaMemshela Fax: (08)8668030
1 Sderot Menachem Begin
Ashdod

Haifa and the Kraiyot 1-599-500-922
15 Rehov HaPalyam Fax: (04) 8632336
Haifa

Jerusalem and Judea 1-599-500-923
15 Rehov Hillel Fax: (02) 6249398
Jerusalem



Netanya and the Sharon 1-599-500-905
3 Rehov Bareket Fax: (09) 8629435
Netanya

Petach Tikva and the Shfela 1-599-500-907
26 Rehov HaHistadrut Fax: (03) 9312606
Petach Tikva

Rishon LeTzion and Holon 1-599-500-910
3 Rehov Yisrael Galili Fax: (03) 9525893
Rishon LeTzion

Tel Aviv 1-599-500-901
6 Rehov Esther HaMalka Fax: (03) 5209173
Tel Aviv

Upper Nazareth 1-599-500-903
52 Rehov HaMalacha Fax: (04) 6564019
Upper Nazareth

Center for Absorption in Science

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

Technology and Exact Sciences, (02) 6214664, nunub@moia.gov.il
Social Sciences, (02) 6214569, yanag@moia.gov.il
Medical and Life Sciences, (02) 6214631, hoori@moia.gov.il

Local Authority Information Lines 105/6/7
(Moked Ironi)

The Jewish Agency

www.jafi.org.il

Main Office (02) 6202222
48 Rehov King George
Jerusalem



Jewish Agency 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
South Africa	0-800-996-886

See the Jewish Agency website for numbers in other countries.

The Population and Immigration Authority

www.piba.gov.il

National Telephone Information Center *3450/1-222-3450

Contact the National Telephone Information Center for public reception hours and other details.

Mercaz Tzimer, 1 Rehov Begin
[Ashdod](#)

9 Rehov Katznelson
[Ashkelon](#)

4 Sd. HaTikva
[Beer Sheva](#)

Commercial Center, Beit Katzir
[Beit Shemesh](#)

89 Rehov Hazon Ish
[Bnai Brak](#)

140 Rehov Weizmann
[Cfar Saba](#)



HaKenyon HaAdom
Eilat

15 Rehov HaPalyam
Haifa

2 Rehov Hadar
Herzlia

1 Rehov Shlomtzion HaMalka
Jerusalem

1 Rehov HaTilton
Modi'in

13 Rehov Remez
Netanya

6 Rehov Mohliver
Petach Tikva

2 Rehov Bialik
Ramat Gan

3 Yisrael Galilee
Rishon LeTzion

4 Rehov Binyamin
Rehovot

125 Derech Begin
Tel Aviv

4 Rehov Weizmann
Tzfat

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

Call your 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 Customs Authority

www.mof.gov.il/custom

Ben Gurion Airport
Customs House
Lod (03) 9751111

2 Rehov HaBanim
P.O.B. 241
Ashdod (08) 8510610

66 Rehov Kanfei Nesharim
Jerusalem (02) 6545555

125 Derech Begin
Tel Aviv/Jaffa (03) 6369444

3 Rehov Sha'ar HaNamal
Haifa (04) 8354811

HaKenyon HaAdom
Eilat (08) 6383888



31 Rehov Shazar (08) 6293333
Beer Sheva

3 Rehov Yisrael Galili, Blg. A (03) 9421666
Rishon LeTzion

Income Tax Authority

www.mof.gov.il
taxes@mof.gov.il

66 Rehov Kanfei Nesharim (02) 6545222
Jerusalem

125 Sderot Begin (03) 7633333
Tel Aviv

15 Sderot HaPalyam (04) 8630400
Haifa

Beit Oshira (08) 6293555
31 Rehov Shazar
Beer Sheva

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

Ministry of Education Information and Open Line for Students

1-800-250-025



Bureau for the Evaluation of Foreign Academic Degrees and Diplomas

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.

Ministry of Labor, Social Affairs, and Social Services

Registrar of Social Workers (02) 5085650
10 Rehov Yad Harutzim
Jerusalem

The Israel Auditors Council

www.justice.gov.il

22 Rehov Beit HaDfus (02) 6549333
P.O.B. 34357 Fax: (02) 6467937
Jerusalem 91342

Ministry of Economy and Industry

www.moital.gov.il

Unit for Electricity and Electronics

Ifat.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

“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
Jerusalem

(08) 6241010/*5400
Fax: (02) 6787782

Department of Dental Health

39 Rehov Yermiyahu
Jerusalem

(08) 6241010/*5400
Fax: (02) 5655969

Veterinary Services Unit- Ministry of Agriculture

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

P.O.B. 12
Beit Dagan

(03) 9681612

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
vaadmerkazi@israelbar.org.il

(03) 6362200

I.D.F. Induction Centers

www.aka.idf.il

National Meitav (Induction) Information Line

(03) 7388888

103 Rehov Rashi
Jerusalem

Tel HaShomer
(main induction center)

12 Rehov Omar Al Kayam
Haifa



22 Rehov Yad VaShem
Beer Sheva

Rehov Nazareth, next to National Insurance Institute Bldg.
Tiberias

See the Army website for more information.

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

33 Sderot Shazar
Beer Sheva

Beit Noam

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



Taldor

Information Line

1-900-540-040

Femi-Premium

(03) 5688140

English-Speaking Immigrant Organizations

Association of Americans and Canadians in Israel (AACI)

www.aaci.org.il

info@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

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 publications are available from the Publications Department. To order, simply fill out the attached form and indicate the booklets you wish to receive. Return the form to the Publications Department, 15 Rehov Hillel, Jerusalem 9458115. The publications will be mailed to you free of charge.

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Address in Full _____

Date _____



