

Guide for the New Immigrant

Eighth Edition

**Produced by the Publications Department
Ministry of Immigrant Absorption**

Laura L. Woolf — **Chief Editor, Department of English Language
Publications**

Ida Ben Shetreet — **Director, Publications Department**

Catalogue Number: 013411080
Jerusalem 2011

הודפס על ידי המדפיס הממשלתי



Table of Contents

| | | |
|---|-----|----------------------------|
| Introduction | 5 | מבוא |
| Receiving Information Prior to Aliyah | 7 | מידע טרם העלייה |
| Assistance from the Jewish Agency | 13 | סיוע מהסוכנות היהודית |
| Visas and Status | 18 | אשרה ומעמד עולה |
| Financial Assistance | 32 | סיוע כספי |
| First Steps | 42 | צעדים ראשונים |
| Assistance to Immigrant Students in Higher Education | 62 | סיוע בהשכלה גבוהה |
| Customs | 66 | מכס |
| Housing | 76 | דיור |
| Employment | 85 | תעסוקה |
| Social Services | 99 | שירותי רווחה |
| Health Services | 110 | שירותי בריאות |
| Army Service | 114 | השירות בצה"ל |
| Driver's Licenses | 118 | רישיון נהיגה |
| Public Inquiries | 121 | פניות הציבור |
| Check List | 124 | סידורים חיוניים (צ'ק ליסט) |
| Useful Addresses | 125 | כתובות וטלפונים |





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 assistance. This guide is designed to illustrate and explain 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, ulpan study, and booklets for a variety of professions. See the order form at the back.

The Ministry of Immigrant Absorption 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 Immigrant Absorption 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 that is tailored to your needs.

Your counselor will guide you and your family through each stage of absorption, will monitor the implementation of your rights, and will be 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 advance, at a time that is convenient for you, in order to plan your absorption together, to ask questions, and to receive guidance and various forms of assistance. Further, your counselor will give a personal access code that will enable you to check your rights to financial and other assistance on-line.

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 assured income during the period of your job-search or study in a course.



Note: This is the eighth edition of this booklet, and hereby nullifies all other editions. The information contained in this guidebook is designed to serve as 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.

Information included in this guidebook is based on data provided by various official sources. In case of any error, alteration, or discrepancy between the information presented here 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 Immigrant Absorption

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 are available 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 Ministry of Immigrant Absorption website

The Ministry of Immigrant Absorption website offers 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 at: www.klita.gov.il.

The Jewish Agency

The Jewish Agency offers information and counseling services to persons interested in making aliyah. Services are available from Jewish Agency Aliyah Centers and Departments throughout the



world. You can also contact the Jewish Agency Aliyah Service by telephone (toll-free) or e-mail. See Useful Addresses.

Aliyah *shalichim*, who represent the Jewish Agency overseas, can advise you on aliyah preparations and offer assistance from the time that you decide to make aliyah through the time you actually depart for Israel. A shaliach can arrange a short- or long-term "experience" visit to Israel, as well as to devise an absorption plan, clarify the types of assistance you are entitled to, make contacts for you with other governmental bodies, and process your aliyah paperwork. For a complete list of aliyah shalichim visit the Jewish Agency website: www.jewishagency.org.

The Aliyah Service Center is a service of the Jewish Agency and offers information on a variety of Israel-related subjects, including tourism, youth programs, higher-education options, employment, aliyah advice, assistance during the aliyah process, housing, life in Israel, and more. You can contact the Center via telephone and e-mail. Center representatives speak Hebrew, English, French, Spanish, Portuguese, German, and Russian. The Center operates 6 days a week (Sunday-Friday), 22 hours a day. You can also consult the Jewish Agency website for details. See Useful Addresses for more information.



In North America

In North America, the Jewish Agency works in conjunction with the Nefesh B'Nefesh organization to promote aliyah and to offer support, information, guidance and assistance to those wishing to immigrate. The Nefesh B'Nefesh website (www.nbn.org.il) contains information about aliyah and assistance procedures as well as post-aliyah topics such as employment, health, and other areas. 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.

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 you may be entitled to from "Nefesh B'Nefesh" (Immigrants from North America and the UK).
- Absorption programs within the framework of various special projects, kibbutz ulpan, or *Bayit Rishon BaMoledet* (First Home in the Homeland).
- Aliyah within the framework of a program of the Ministry of Immigrant Absorption 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, e.g. kibbutz ulpan or *Bayit Rishon BaMoledet* (First Home in the Homeland).

General information affecting your long-term absorption:

- Employment possibilities, career and investment opportunities in your field, possibilities for professional retraining.
- Study trends and educational options for your 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 have resided 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 your local aliyah shaliach for details.



Assistance from the Jewish Agency

Travel Costs

The Jewish Agency provides assistance towards travel expenses with a grant for covering costs of travel tickets. You may be eligible if you are in one of the following categories:

- You are a new immigrant upon your first entry into Israel.
- If you are an immigrant citizen born overseas.
- You are a returning minor.
- If you are a new immigrant that is married to an Israeli, and do not have any children born overseas, you receive the grant for yourself only, and not for your Israeli spouse.
- If you are a new immigrant married to an Israeli, and you have children that were born overseas, a grant is given for each family member, on condition that your Israeli spouse is returning to Israel following residence overseas of at least 2 years.

In exceptional circumstances, you may appeal to the Jewish Agency via your aliyah shaliach.

Note that these conditions are subject to change. Be sure to consult with an aliyah shaliach for updated information.

Extra Baggage Weight

New immigrants are permitted extra baggage weight on luggage brought with you according to the conditions of agreements between the Jewish Agency with specific airlines. Additional information is available from Jewish Agency Aliyah Centers and Departments. Immigrants arriving on Nefesh B'Nefesh group or charter flights can clarify baggage regulations with that organization's representatives.



Community Aliyah and Absorption

The Jewish Agency together with the Ministry of Immigrant Absorption can 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 an aliyah shaliach.

Babayit Beyahad



"Babayit Beyahad" is a program designed for fast and easy absorption of immigrant families by linking veteran Israelis to new immigrant families, students, and soldiers. The program is implemented by the Jewish Agency together with the Ministry of Immigrant Absorption and the Center for Local Authorities.

Sending a Shipment (Lift)

The Jewish Agency does 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 and the aliyah shlichim are not responsible for the level of professionalism or reliability of the shipping companies in packing or transporting your goods. However, you can take advantage of the information about companies, transport, and packing that has been collected by the Aliyah Centers and Departments. Information is given on an individual basis at the appropriate time during the aliyah process. You can also obtain information about shipping your belongings to Israel from Nefesh B'Nefesh and other aliyah movements abroad and immigrant associations in Israel.

It is necessary to 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 your goods at Haifa and Ashdod ports, and your 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 your rights to Customs and VAT exemptions for these items.
- Investigate the best way to divide your belongings between air freight and ocean freight according to your initial type of residence (absorption center, hostel, rental apartment).
- If you are eligible for a Customs Grant, check the suitability of sending a lift in comparison to purchasing household items in Israel with the Customs Grant. For details, see the section on the Customs Grant and Customs Concessions.

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



In 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 need to supply. **NEVER** give original documents to anyone!

It is always recommended to ascertain exactly what 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 how long you spent 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, 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.





The Law of Return

The basic principle of the "Law of Return" (1950) is that all Jews, as well as spouses, children (and their spouses,) and grandchildren of Jews are entitled to come on aliyah to Israel. Check with your local aliyah shaliach for details.



Visas and Status

The Ministry of Immigrant Absorption and other bodies provide assistance to new immigrants according to three basic criteria:

Immigrant Status:

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

Family status:

- single immigrant (*oleh yachid*)
- 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 Ministry of the Interior according to the 1950 "Law of Return".

Obtaining New Immigrant Status

Overseas — if you wish to arrange for new immigrant status while you are still overseas, you must consult with an aliyah shaliach, who will open an "aliyah file" on your behalf and advise you on necessary procedures. Following the completion of all procedures, the shaliach



arranges for new immigrant status through the Israeli Consulate. In most cases, your new immigrant visa is ready upon entering Israel. Note that there is a fee for opening an aliyah file according to family size.

In Israel — If you arrive in Israel as a tourist, it is necessary to go to the Ministry of the Interior (*Misrad HaPnim*) and request a change of status. The procedure can take up to two months or longer. You will be required to furnish some proof of Jewishness, such as your or your parent's *ketubah*, and a letter on synagogue letterhead from a recognized rabbi of a recognized Jewish community, who knows you to be Jewish.

Assistance to New Immigrants

As a new immigrant, you will be entitled to various forms of assistance according to the laws and regulations of the relevant government ministries. Once you have been given assistance, it is listed in your *te'udat oleh* (immigrant's certificate) and periodically entered into the Ministry of Immigrant Absorption's computerized record.

Child of Immigrants



You are classified as a child of immigrants (*ben olim*) if you are a single individual who made aliyah together with your parents, or within a short time of your parents' aliyah, and are 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 his/her 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 based on your age at the time of receipt of new immigrant status. If you are a minor child of immigrants, you receive the majority of your assistance together with your family.

In most cases, an adult child of immigrants is eligible for all forms of assistance granted to other new immigrants, with the following exceptions:

- **Housing Assistance:** a single adult child of immigrants is not entitled to housing assistance separately from their family. However, an adult child of immigrants who marries another new immigrant may in some cases be eligible for a mortgage as an immigrant family.
- **Customs Grant:** adult children of immigrants from countries that confer eligibility for the Customs Grant are usually entitled to the grant under two conditions:
 - You are age 23 and up on your date of aliyah, OR,
 - You marry a new immigrant, or a child of immigrants, within your first year of aliyah.
- **Customs Concessions:** in most cases, a child of immigrants is not eligible for customs concessions. A child of immigrants that maintains an independent household may be eligible for concessions on specific household items. More information is available from the Customs Authority offices (see Useful Addresses).



Immigrant Minor

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

- You have immigrated to Israel without your parents, are between the ages of 14-17, and you either receive new immigrant status from the Ministry of the Interior, or are in one of the categories for eligibility for assistance as a new immigrant from the Ministry of Immigrant Absorption, for example an immigrant citizen.
- If you immigrate before the age of 14, and participate in a residential program framework under the auspices of the Jewish Agency or Youth Aliyah from your first year following aliyah until a minimum age of 17, and your parents do not immigrate to Israel during this time period, you can receive assistance from the Ministry of Immigrant Absorption only following your 17th birthday. Prior to your 17th birthday, assistance is through the program framework.
- If you are an immigrant minor who is not in a residential framework, you may be eligible for the Absorption Basket according to your age. You may receive other forms of assistance following completion of high school studies. If you are not eligible for an Absorption Basket, consult with a personal absorption counselor.

Note that most assistance 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

You are classified as an immigrant citizen (*ezech olah*) if you are aged 17 and up and were born overseas to an Israeli citizen, and would be eligible for immigrant status according to the Law of Return if you did not already hold Israeli citizenship.

An immigrant citizen who is between the ages of 14-17 at the time of receiving status is treated as an immigrant minor (*olah katin*). See above.

Assistance to Immigrant Citizens

In most cases, immigrant citizens are eligible for assistance from the Ministry of Immigrant Absorption similar to that given to new immigrants. However, assistance regulations of other government bodies differ from those of the Ministry of Immigrant Absorption. For details, check with the relevant bodies.

Eligibility for assistance begins on the date of the first issuance of your Israeli *te'udat zehut* by the Ministry of the Interior, or the date of entry into Israel if you receive your *te'udat zehut* at the airport.

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 Defence 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 Ministry of the Interior issued a *te'udat zehut*.



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

You are a returning minor if you are a citizen or resident of Israel who left Israel with your parents before age 14, and returned at age 17 or over. You must also fulfill the following conditions:

- A. You must have resided overseas with your 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.
 - Compulsory service in the Israel Defense Forces or in National Service (*Sherut Leumi*) including an additional four months prior to, and following, the period of service.
 - Studies in Israel for one academic year in a recognized educational institution, or in a Jewish Agency program; a "service year" within the framework of a youth movement; or a pre-military preparatory program, provided that the studies are in addition to the four years of residency overseas.
- B. You have reported to an IDF induction center and have received either authorization of your report for induction, or certification of exemption from service.

Those exempt from obtaining authorizations from the army include:

- Women age 25 and up.
 - Married women or mothers of children.
 - Men age 40 and up.
- C. Your parents must not have been working overseas for an Israeli employer, whether private or public, for the five years prior to your 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.



The following documents are required 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 your 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 your parents' residence overseas at the time that you were between the ages of 14-17.
- Documentation of parents' employment.
- Passport (or other official documents) stamped with the date of your parents' departure from Israel.
- Two passport photos.
- If you have studied in Israel, you must provide authorization attesting to your period of stay in Israel.



In most cases, assistance from the Ministry of Immigrant Absorption to immigrant minors is similar to that given to adult immigrants, as long as you remain in Israel on your own. If your parents arrive on aliyah, you then become 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 your eligibility for assistance from these bodies.

Returning Resident

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

Conditions for Receiving Assistance

- You have Israeli citizenship
- You have resided overseas for at least two years.
- Any visits to Israel were less than four consecutive or cumulative months per year during each year prior to your return to Israel.
- Neither you nor your spouse, or either of your parents, were serving overseas as public emissaries for the five years prior to your 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 that you resided overseas for at least three years.

Ministry of Immigrant Absorption Assistance to Returning Residents

In most cases, you 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 in starting a business.
- Assistance to returning resident scientists from the Center for Absorption in Science.

Other forms of Government Assistance

- Housing — mortgages and rental subsidies to those who meet the eligibility requirements of the Ministry of Housing. Subsidy levels are based on eligibility points and are assigned to returning residents as they are to veteran Israelis.
- Customs concessions.
- Benefits from the National Insurance Institute.



The following documents are required 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*).
- If you are a divorced individual with children who requests returning resident status, you must either present court rulings granting you legal custody of the children, or a notarized declaration of custody agreements between the parents issued overseas.
- If you are a married individual who returns to Israel with your children, but without your spouse, you must present a notarized declaration, or a declaration witnessed by the Israeli consulate,



attesting to your spouse's consent to bringing the children to Israel.

Note: the "Returning to Israel — For All the Reasons in the World" program provides special assistance and benefits to returning Israelis that return to Israel between May 16, 2010 to September 30, 2012. For information and conditions of assistance, see www.klita.gov.il.

Temporary Resident (A/1)

The Ministry of the Interior grants temporary resident status to one who is eligible for new immigrant status, but who prefers to reside in Israel as a temporary resident. Holders of temporary resident visas are not entitled to assistance from the Ministry of Immigrant Absorption. Check assistance from other government ministries, 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 assistance from the Jewish Agency during the initial absorption period, and for Hebrew ulpan in an absorption center or kibbutz ulpan, provided that you registered prior to aliyah through your 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 cancellation of eligibility for assistance from the Ministry of Immigrant Absorption 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. Be sure to check with your local aliyah shaliach, or with the Ministry of Immigrant Absorption, 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 spouse is 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 that assistance which is given 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 Immigrant Absorption for details.

Documents Required For Receipt of 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 Immigrant Absorption, to various types of



allowances from the National Insurance Institute, increased housing assistance, and discounts on various fees.

Single Immigrant

A single immigrant (*oleh yahid*) is a single individual over the age of 17. If you are an immigrant between the ages of 17-25 and your parents make aliyah within one year prior to, or one year following your aliyah, your status is changed to "child of immigrants" and you will be incorporated into the family's *te'udat oleh*.

Elderly Immigrant

An elderly immigrant (*oleh kashish*) is an immigrant who is of official pension age as defined by the National Insurance Institute, or older. For details, consult with your aliyah shaliach overseas, or with the Ministry of Immigrant Absorption or National Insurance Institute in Israel. See Useful Addresses.

Be aware that Customs Authority regulations may differ from those of the Ministry of Immigrant Absorption. Consult with the Customs Authority for details.

The Period of Eligibility for Assistance

The specific time-period within which every form of assistance is administered is the 'period of eligibility' (*tekufat zeka'ut*). This period begins from receipt of new immigrant status.

"Freezing" or Extending the Period of Eligibility

Under certain circumstances, your 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 is frozen for the duration of residence overseas. This guideline applies as well to immigrant minors and immigrant citizens.
- In most cases, extensions of the period of eligibility are granted to students who are accepted for regular studies at a recognized institution of higher education or post-high-school education.

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 are not necessarily granted by the National Insurance Institute, on discounts on the acquisition tax when purchasing a home, and by other government bodies. For example, returning minors are not eligible for extensions on the period of customs concessions. 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 your rights following a stay overseas, consult with the Ministry of Immigrant Absorption, 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 it is confirmed for you in writing, or by an official representative of the relevant body. It is recommended to clarify your eligibility for all types of assistance while you are still overseas by consulting with an aliyah shaliach at the Aliyah Center or Department closest to you. Be sure to check the documents you will need as well.



Period of Eligibility for Those Who Change Status in Israel

If you entered Israel on a tourist or other visa, and then changed your status to new immigrant, the length of your stay prior to receipt of immigrant status affects your eligibility for Ministry of Immigrant Absorption assistance, as follows:

- If you were 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, you are, in most cases, eligible for a full period of rights.
- If you were in Israel for a continuous or cumulative period of 3-5 years within the seven years prior to receipt of immigrant status, in most cases you will be eligible for immigrant rights for a one-year period, and five years for housing assistance.
- If you were in Israel for more than five years out the seven preceding the date of receipt of immigrant status, in most cases you are ineligible for immigrant assistance.
- Eligibility for the Absorption Basket is intended only for those who have just made aliyah. If you reside in Israel for more than 1½ years during the three years prior to receipt of new immigrant status, you are generally not eligible for the Absorption Basket.
- If you convert to Judaism in Israel, and reside in Israel for more than 24 continuous or cumulative months for the three years prior to receiving new immigrant status, you 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, or contact the Customs Authority office nearest you.



Financial Assistance

The Ministry of Immigrant Absorption, 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. Assistance is provided directly in the form of grants such as the Absorption Basket (*sal klita*) the Customs Grant (*ma'anak meches*) and subsistence allowances (*dmei kiyum*). Assistance is also provided indirectly through various benefits and discounts, including Customs concessions for immigrants who are not eligible for the Customs Grant, income tax concessions, reduced acquisition tax on apartments, and discounts on municipal taxes.

The Ministry of Immigrant Absorption 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 your period of ulpan study, or study in vocational courses designed to help you integrate into the job market. If you remain unemployed beyond the first year, you 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 Immigrant Absorption." Detailed explanations are contained in the individual chapters.

Financial Assistance for Initial Absorption

During your initial absorption period, you will have to 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 Allowance
- 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
- Customs Grant (for immigrants from specific countries)

The Absorption Basket

The Absorption Basket (*sal klita*) is the term used for financial assistance designed to aid new immigrants with initial expenditures, rent, and living expenses during the period of uplan study.

Immigrants from all countries are eligible for the Absorption Basket.

Conditions for Receiving the Absorption Basket

You must be in one of the following categories in order to be eligible for the Absorption Basket:

- You have first entered the country on a new immigrant visa, or you have been recognized as an "immigrant citizen" or "returning minor" by the Ministry of Immigrant Absorption, or have been authorized by the Ministry of Immigrant Absorption to receive new immigrant benefits.
- You have resided in Israel for no more than 18 consecutive or cumulative months during the 3 years prior to receiving new immigrant status or eligibility as a new immigrant.

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

- The first installment of the Absorption Basket is paid 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 means that you will have to open a bank account.

- If you obtain new immigrant status in Israel, you will receive the first payment from the Ministry of Immigrant Absorption branch office nearest your residence.
- The remainder of the Absorption Basket is transferred automatically to your bank account in monthly installments.

Following the period of Absorption Basket payments, until finding employment, you may be eligible for assured income payments from the Ministry of Immigrant Absorption. Those eligible include individuals who are seeking employment, those 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 your personal absorption counselor for details.



Note: You can obtain detailed information about the Absorption Basket at branch offices of the Ministry of Immigrant Absorption, 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 to provide the Ministry of Immigrant Absorption with the account number. It is recommended to do this within a few days of your arrival in Israel. When opening a joint account, both spouses must be present at the bank as well as at the Ministry of Immigrant Absorption.



Customs Grant

The Customs Grant (*ma'anak meches*) is a monetary grant provided by the Ministry of Immigrant Absorption as a replacement for exemptions from Customs duties on household appliances. Immigrants from the countries listed below can receive the grant. Categories of eligibility include new immigrants, returning minors, and immigrant citizens who are not eligible for exemptions on Customs duties.

Conditions of Eligibility:

- A. To be eligible for the customs grant, you must have immigrated from one of the following countries:
 - **Eastern Europe:** the Former Soviet Union, Albania, Bulgaria, Hungary, the former Yugoslavia, Poland, the Czech Republic, Slovakia, Rumania.
 - **Africa:** Algeria, Ethiopia, Libya, Egypt, Morocco, Sudan, Tunisia
 - **Asia and Middle East:** Iran, India, Jordan, Lebanon, China, Iraq, Saudi Arabia, Yemen, and Syria.
- B. In addition to being from one of the above countries, it is necessary to meet the following criteria:
 - You have entered Israel as a new immigrant or receive benefits as a new immigrant, or ;
 - You did not enter Israel on a new immigrant visa but you have received new immigrant status or eligibility for benefits within one year of your last entrance into the country.
 - You did not reside for more than one continuous year in a country that is not included on the above list prior to entering Israel.
 - You were at least 17 years old at the time of entering Israel.



Method of Payment

The Ministry of Immigrant Absorption pays the first installment of the Customs Grant at the airport at the time of aliyah. The second payment is deposited directly into your bank account at the end of the first year, e.g. the 13th month following aliyah. If for any reason you do not receive the second payment, consult with a personal absorption counselor at a branch office of the Ministry of Immigrant Absorption.

The period of eligibility for the Customs Grant is four years from your date of aliyah.

New immigrants who are entitled to the Customs Grant, and who send a shipment to Israel containing household appliances, are not eligible for exemptions on Customs duties, and must pay the required import taxes.

Assured Income/Subsistence Allowance

Assured income is financial assistance paid on a monthly basis to those who are unable to support themselves through employment.

New immigrants may be eligible for assured income from the Ministry of Immigrant Absorption 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 who are still studying in a Hebrew ulpan following the end of the period of Absorption Basket payments. Payments are for a three-month period following the conclusion of the Absorption Basket period.
- B. **New Immigrants Studying in Vocational Courses:** New immigrants studying in vocational courses recognized by the Ministry of Immigrant Absorption, and that take place during morning hours, may be eligible for assured income for the period of studies following the conclusion of Absorption Basket payments.



You must present authorization of your participation in a course in order to be eligible for payments. Note that the period of eligibility is for up to ten years from your 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 Immigrant Absorption on condition that you are registered with the Ministry as either "seeking employment," or "unemployed," and report to your personal absorption counselor on a regular basis. The frequency of visits to your absorption counselor is determined according to your personal employment program.

Conditions of Assistance

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

The 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 following aliyah 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 a form of financial assistance to employed immigrants whose total family income falls below the minimum wage as determined by law. The Ministry of Immigrant Absorption pays assistance during the first year following aliyah, based on your



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



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

Assured Income to the Needy

New immigrants who are 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. For details, see the section entitled "Social Services".



Types of Assistance from the Ministry of Immigrant Absorption 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 Immigrant Absorption 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 | 1/2 year | One year from the date of aliyah | |
| Financial assistance for acquiring household appliances | Customs Grant | One-time only, in two installments | 4 years from date of aliyah | For immigrants from specific countries. |
| Ulpan aleph for Hebrew study | A. tuition subsidy | A. 6 months, on a one-time basis | 18 months from the date of aliyah | |
| | B. travel expenses for ulpan classes far from your residence | B. up to six months | One year from date of aliyah | |
| | C. Assured income | C. up to six months following conclusion of Absorption Basket | One year from date of aliyah | |



| | | | | |
|---|---|---|----------------------------------|---|
| Housing (in conjunction with the Ministry of Housing) | A. Rental Subsidies | 5 years | | Housing Assistance is extended to persons that have a "Certificate of Eligibility and who are defined as "without housing". |
| | B. Public Housing | One-time only | | |
| | C. Government Mortgage | One-time only | | |
| 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 3 years | 6 years according to profession | |
| Entrepreneurs | Professional guidance and loans | One-time only | 10 years from the date of aliyah | |



| | | | | |
|-----------------------|--|---|--|--|
| Social services | Living subsidy for the needy | From the 7 th month to the 12 th 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 and loans | 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; 10 years for Ethiopian immigrants | 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 Immigrant Absorption, 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 designed to help organize the procedures that you must undertake 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 entered Israel with a new immigrant (*oleh hadash*) visa, your absorption process begins 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 25.
- Persons under the age of 25 who arrive without their 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 will be issued to you at the Ministry of Immigrant Absorption reception office:

- *Te'udat oleh* (immigrant certificate). You must present your *te'udat oleh* whenever you claim any form of Ministry of Immigrant Absorption assistance. You will also need it any time



that you claim assistance and benefits from the Ministry of Immigrant Absorption, the banks, the Customs Authority, the National Insurance Institute, and other government bodies, as well as when registering with a health fund.

A *te'udat oleh* is given to a single immigrant over the age of 17, or to a family of immigrants. If you are a family of immigrants, your *te'udat oleh* must have the photos of both spouses and must list all children up to age 25 who made aliyah with the family. Children of the family over the age of 25 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 allocated on the basis of family status, it is essential that relevant details, such as how many children you have, and their ages, are correct. In case of any changes, such as marriage, birth, divorce, or death, bring the relevant documents to the Ministry of Immigrant Absorption and be sure that your *te'udat oleh* is updated accordingly.

Note: if you lose your *te'udat oleh*, you will have to request a form from the Ministry of Immigrant Absorption to use in order to attest before a judge. Next, you must testify to the loss before a magistrate's court (*beit mishpat hashalom*) in your locality. Following this, you must return with all court and other documents to the Ministry of Immigrant Absorption in order to receive a new *te'udat oleh*.

- **Authorization of registration in the Population Registry (*sefach rishum uchlusin*)** — this serves as verification of your Israeli citizenship, and will temporarily serve as your *te'udat zehut* (identity card) until you receive your permanent card from 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 be asked 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 Ministry of the Interior.

- **Voucher entitling you to six months of free health insurance** if you did not register for health insurance at the airport (provided that you enroll in ulpan and/or will not work during this period).
- **Voucher covering land transportation from the airport to your destination in Israel.**

Returning Minors and Immigrant Citizens Who Do Not Arrive With New Immigrant Visas

The absorption process for returning minors and immigrant citizens who do not arrive on a new immigrant visa starts at a later stage, following arrangement of your status with the Ministry of Immigrant Absorption. However, if you arrive with a referral letter from an aliyah shaliach, you should consult with the Ministry of Immigrant Absorption office at the airport.

Additional Services at the Airport

The Ministry of Immigrant Absorption provides new immigrants with a waiting room where light refreshments are available. There is also a room for feeding and changing babies, a nurse for those in need of medical care, and telephones for making toll-free calls to notify family members of your arrival.

Baggage and Customs

Following the completion of registration procedures with the Ministry of Immigrant Absorption, you can then collect your luggage and take it through Customs.

- As a new immigrant, you are in most cases eligible for exemptions on Customs duties on household appliances. If you



have brought with you electrical appliances valued at more than \$75, you must declare the items and show your *te'udat oleh* with the exemption listed. In such an event, you will have to go to the Customs Warehouse, which is located approximately 2 kilometers from the terminal building, in order to release your shipment.

- A number of goods are exempt from Customs duties. In such cases it is not necessary to pay Customs duties, and the items are not listed in your *te'udat oleh*. For detailed information, consult with the Customs Authorities, or visit their website, www.mof.gov.il/customs
- If you made aliyah from one of the countries that confer eligibility for the Customs Grant (see the section entitled "Financial Assistance") and you have brought with you household appliances that are valued at more than \$75.00, and that are not exempt from Customs duties, you must go through the "red lane." You must declare the items, and pay the necessary duties. If you have nothing to declare, you may go through the "green lane."



Note: The Customs Warehouse is open on Sundays-Thursdays from 8:30 a.m. to 17:00 p.m. If you arrive after working hours, you will have to return the next day.

Transport from the Airport

New immigrants are entitled to free land transportation from the airport **on a one-time basis only** to a destination of your choice. It is worthwhile to take advantage of this service to bring your luggage to your place of residence. Present the voucher you received at the Ministry of Immigrant Absorption reception office to the driver of the vehicle. If you do not have a pre-arranged place to



go, the Ministry of Immigrant Absorption office at the airport maintains a list of low-cost hotels in Tel Aviv, Haifa, and Beer Sheva.

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. The transport voucher also does not include lifting the suitcases, and you will be expected to pay the driver for helping you.

Initial Financial Assistance



Your initial Absorption Basket Payment, (and the Customs Grant for those entitled to it) will be paid to you in the following manner:

- **Absorption Basket:** The first installment of the Absorption Basket is given to you upon your 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 can be deposited once you open a bank account.
- **Customs Grant:** This payment is partly in cash, and partly in the form of a bank transfer, which you can deposit once you open a bank account.
- **National Insurance Benefits:** Once you have opened a bank account, 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 minimum, should consult with the



National Insurance Institute in order to clarify 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 Immigrant Absorption with the account number. It is recommended to do this within a few days of your 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, you should be sure to arrange the following:

- Change your status at the Ministry of the Interior, if you did not enter Israel on a new immigrant visa.
- Open a bank account.
- Meet with a personal absorption counselor at a Ministry of Immigrant Absorption 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 you with information, advise you on employment and other issues, and offer a variety of social and cultural activities.



Opening a Bank Account

In most cases, the Ministry of Immigrant Absorption and other sources of assistance transfer funds directly into your bank account. For this reason, it is essential that you open an account at a local bank as soon as possible after acquiring new immigrant status, and that you provide the Ministry of Immigrant Absorption with your account number. Until you have done so, the Ministry of Immigrant Absorption, in most instances, will not be able to allocate funds to you. Be sure to 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 and the Customs Grant, bring the form for opening a bank account that you received at the airport.

Note: Levels of assistance are usually according to your family status. Married couples must open a joint bank account in order to receive the amounts for which families are eligible. In order to open a joint account, you and your spouse will need to 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.

Your First Visit to the Ministry of Immigrant Absorption

The main absorption official to whom you will have access, and who will process most of your requests for Ministry of Immigrant Absorption assistance, is your personal absorption counselor. Counselors are available to assist you at all of branch and district offices of the Ministry of Immigrant Absorption (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 in order to start receiving any financial assistance you may be entitled to.
- Receive information and referrals to a non-residential Hebrew ulpan, and clarify your eligibility for assured income during the study period.
- Receive information about the types of assistance you may be entitled to from the Ministry of Immigrant Absorption, 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 Ministry of the Interior, renting an apartment, etc.

Important! Don't forget to bring your *te'udat oleh* to every meeting at the Ministry of Immigrant Absorption.

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. You may also choose to 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 and returning residents can choose to register for health insurance at Ben Gurion Airport upon arrival in Israel, or later at a postal bank (see below).



After arrival at the airport, and following the receipt of the necessary documents from an absorption counselor, you can then inform the counselor of the fund in which you prefer to register, of your spouse's choice of fund (spouses are allowed to registered 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 office of your chosen fund in order to receive a membership card. Note that you are not considered a member of the health fund until you take this step.

If you did not register in a health fund at the airport following arrival, or if you changed 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 can then register at a local post office branch, where you should 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, you will indicate the health fund of your choice, as well as the health fund in which you wish to register your children. Children over the age of 18 register separately, presenting either their own or their parents' *te'udat oleh*. Note that for married couples, both spouses must be present (although spouse may register in separate funds if they wish).



Afterwards, take the registration certificate stamped by the post office (or that you received at the airport) to the secretariat of the health fund that you have selected. At the time of registration, the health fund will issue you 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. Note that you are not considered 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 go and 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 Health Insurance, or view information on the Ministry of Immigrant Absorption or the National Insurance Institute websites (www.blt.gov.il or www.klita.gov.il) for details. In some cases, eligible returning residents may be entitled to a refund on the "special payment" for the "waiting period redemption fee" from the Ministry of Immigrant Absorption. For information, consult with the Ministry.

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 that is unable to personally register at the postal bank, for health reasons or for other reasons, can send another person who has been granted power-of-attorney on their behalf to one of the District Health Offices of the Ministry of Health. The representing individual must have with them their own identity documents as well as those of the person they are representing. Following presentation of the necessary documentation, the Ministry of Health will provide the representative with an authorization to take to the post bank office, 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.

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 have chosen (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 your first year following aliyah is included as part of the Absorption Basket.

From your second through your fifth year following aliyah, the housing assistance companies administer rental subsidies. Amounts are according to your family size. The rental subsidy is deposited directly into your bank account. Consult with your personal absorption counselor for details. Once your second year begins, it is recommended that you verify that rental subsidies are deposited into your account. If they are not, consult with your 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 clarify whether this affects your eligibility for rental subsidies. You should also consult your bank if you travel overseas.

Eligibility for Increased Rental Subsidies

If you 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 you may be eligible for an increased rental subsidy.

Elderly immigrants who live independently of relatives may be eligible for an annual supplement. In order to apply, you must bring a signed rental contract to the bank.

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 your nearest Aliyah Center or Department or an Aliyah Service Center for information on eligibility. You can only request a place in an absorption center once you have registered for aliyah and opened an aliyah file.

Absorption centers serve as a residential and study framework for new immigrants during the initial absorption period. The centers provide furnished rooms or apartments for rental for a six-month period, i.e. the period of ulpan study. They are also available to immigrants participating in vocational training projects administered by Jewish Agency and the Ministry of Immigrant Absorption.



The amenities of the centers include Hebrew ulpan either within the center or nearby, basic furnishings, social and cultural activities, and other services.

Children attend neighborhood pre-school facilities and schools, and most absorption centers have after-school activities for children which include help in Hebrew studies and school work. The centers also have a professional staff that offers services according to each individual's personal needs.

Accommodations at an absorption center are less expensive than rental on the private market. You can use funds from the Absorption Basket towards covering the rental fees.

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

More information about absorption centers can be obtained from your aliyah shaliach or from an Aliyah Service Center.



Note: arrangements for a place in an absorption center should be made prior to aliyah through your aliyah shaliach. It is usually not possible to arrange for a place in an absorption center following aliyah.

First Home in the Homeland

First Home in the Homeland (*Bayit Rishon BeMoledet*) is a program that offers participants the option of residing on a kibbutz during their initial period in the country. Participants in this program may rent an apartment on a kibbutz and receive services such as health care and educational services within the kibbutz framework. Rental fees are paid to the kibbutz, and funds from the Absorption Basket may be utilized for this purpose. If you are not entitled to an Absorption Basket, consult with your personal absorption counselor



or with one of the kibbutz movements. For more information, contact an aliyah shaliach or an Aliyah Service Center, or see the Jewish Agency website. See Useful Addresses.

Kibbutz Ulpan

Kibbutz ulpan offers the opportunity to combine Hebrew study with work on a kibbutz. Kibbutz ulpan is for new immigrants ages 17.5-28, singles or couples without children. Applicants must be capable of physical work. 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 or Aliyah Service Center. See Useful Addresses.

Registering Children in School

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 | 6-12 years |
| Junior High School (<i>Chativat Beinayim</i>) Grades 7-9 | 12-15 years |
| Senior High School (<i>Chativa Elyona</i> or <i>Beit Sefer Tichon</i>) Grades 9-12 | 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. When



you register your children, you will need to bring the following documents with you:

- *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 in it, you may be requested to present a copy of your rental contract.

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

If you have children aged 3 months to 2 years, you may register them 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 Immigrant Absorption can 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.

New immigrants may be eligible for up to 90% reduction of tuition fees for children age 3-5 in pre-compulsory kindergarten (*gan trom chova*).



Ordering a Permanent Identity Card at the Ministry of the Interior

According to law, every resident of Israel over the age of 16 must always carry an identity card (*te'udat zehut*) issued by the Ministry of the Interior. The *te'udat zehut* lists your name, address, date of birth, and your identity number as well as those of your spouse and children. You must present it when voting, as well as whenever requesting services from government or public bodies.

Upon entering Israel, the Ministry of the Interior (*Misrad HaPnim*) registered you into the population registry and issued an authorization of registration that includes your identity number. This serves as your temporary *te'udat zehut*. In order to request a permanent *te'udat zehut* bring the following items to a local office of the Ministry of the Interior:

- 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.

You may also be asked to supply proof of being Jewish, such as your parents' marriage certificate, a letter from your local rabbi, etc. You may obtain additional information at a local branch office of the Ministry of the Interior. See Useful Addresses.

It may take from a few weeks to a few months to process your *te'udat zehut*. The *te'udat zehut* will be 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 Ministry



of the Interior 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 any other country. Each family member must apply for their own *te'udat ma'avar* and appear in person at a Population Registry office to submit an application form (which you can download from the Ministry of the Interior website: www.pnim.gov.il.) Bring with you 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 Ministry of the Interior 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 given 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 Immigrant Absorption. Once you have registered in the ulpan of your choice, you will be given 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

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



If you have not finished your 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) you may be eligible to receive assured income payments for up to three months. Consult with your 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 Immigrant Absorption (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 is being considered that may affect eligibility for many types of National Insurance benefits, as well as levels of benefits. Check with the Ministry of Immigrant Absorption 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. The child allowance is paid directly into your 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. Note that retirement age for men born following June 30, 1939 will be raised on a gradual basis up to the age of 67. The retirement age for women born following June 30, 1944, will be raised on a gradual basis up to the age of 64.

The following documents are required:

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

Note: If you receive a National Insurance Institute pension or allowance, and there is any change in your family situation, it is necessary to 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 the translation of 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, since having a recognized degree is necessary for determining your salary scale. See also the section entitled "Employment," for details.

In order to clarify exactly what procedures, exams, etc. will be required of you, 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, it is important to consult with your personal absorption counselor in order to devise a plan for your vocational absorption. As part of your personal program, you may be able to find employment via your counselor, or offered courses or retraining programs. During your first year in Israel, you may also be able to register for unemployment compensation from the Ministry of Immigrant Absorption until you find work, provided that you report to your counselor on a periodic basis. From your second year, you must consult with the National Insurance Institute.

Discounts and Benefits on Various Fees

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

- Municipal taxes (*arnona*) — apply to the collection department of your local authority. Call your local authority information line (*moked ironi*) 105/6/7 for details. You must supply your *te'udat oleh* and a copy of your rental contract.
- Television Licensing Fee — In most cases, new immigrants are exempt from paying the Television Licensing Fee for one year from the time of acquiring a television set. Eligibility is for two years from the date of aliyah. Those who receive assured income from the National Insurance Institute, needy war veterans, those with hearing and visual disabilities, and



pensioners (according to National Insurance Institute age criteria) and recipients of income supplements from the National Insurance Institute are also eligible for discounts or exemptions.

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

For more information during your initial stages of aliyah, you can consult with a personal absorption counselor at branch offices of the Ministry of Immigrant Absorption. You can also find out if there is an absorption coordinator at your local municipality, and consult with them for information 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 that offer a range of studies including mathematics and biotechnology, art and graphic design, medical and paramedical professions, technology, law, social sciences and others.

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

Assistance is offered to new immigrants, immigrant students, and returning minors who register for higher education studies in a recognized institution. Assistance includes:

- Tuition subsidies.
- Loans
- Academic counseling and guidance
- Preparation for higher education studies through student ulpanim, preparatory courses (*mechina*) and other special programs.
- Assistance with studies (group tutoring sessions).
- Professional counseling services.
- Social and cultural activities.

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

You can also visit the Ministry of Immigrant Absorption website, www.klita.gov.il.



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 Customs Authority office nearest you. If you are still overseas you can contact them by mail (see Useful Addresses). You can also visit the Customs Authority website at 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** — An individual born overseas who has at least one parent holding Israeli citizenship. It is also necessary to have resided overseas from your date of birth until entering Israel, with the exception of visits to Israel of up to four months a year. One who enters Israel from the age of 17 and up must report to an IDF induction center or receive an exemption from reporting.
- **Immigrant minor** — An immigrant aged 17-18, on condition that you 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. Only those who establish an independent household receive Customs concessions on household items.
- **Returning minor** — An individual who left the country before the age of 14, with at least one parent, or went to join a parent already resident overseas, and who meets the following criteria:



- Neither parent was working overseas on behalf of an Israeli public body, nor a corporation registered or managed in Israel, for the five years preceding their first reentry into Israel.
- Both the returning minor and the minor's parents resided overseas at least four years, not including visits to Israel of up to four months per year.
- The minor returns to Israel from the age of 17 and up.
- The returning minor reports for compulsory IDF service or receives an exemption from serving.

Note that only returning minors who establish an independent household receive Customs concessions on household items.

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

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

- Import papers are in your name.
- Items are intended for your personal use.
- Items are in reasonable quantities, including one each of electronic household appliances.
- Customs concessions are granted only to persons renting or buying an apartment.

Personal Belongings

If you enter Israel as a new immigrant with your personal belongings only, you 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 for each individual above the age of 17.
- Up to liter of perfume or cologne.

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

Clothing and Footwear

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

Electric and Other Household Appliances



Customs regulations regarding household items differentiate between new immigrants who receive the Customs Grant and those who are not eligible for the Customs Grant, according to country of origin.



New Immigrants Entitled to a Customs Grant

New immigrants eligible for the Customs Grant receive a monetary grant from the Ministry of Immigrant Absorption to cover the costs of duties on electric household appliances that are valued at more than \$75. Those who receive the Customs Grant are not eligible for exemptions on Customs duties on import or purchase of electric appliances in Israel.

New immigrants from the following countries are in most cases eligible for the Customs Grant:

- **Eastern Europe** — the former Soviet Union, Albania, Bulgaria, Hungary, the former Yugoslavia, Poland, the Czech Republic, Slovakia, Rumania.
- **All of Latin America.**
- **North Africa** — Algeria, Ethiopia, Libya, Egypt, Morocco, Sudan, Tunisia.
- **Asia and Middle East** — Iran, India, Jordan, Lebanon, China, Iraq, Saudi Arabia, Yemen.

New immigrants from the above countries may be eligible for exemptions on purchase tax and VAT on non-electric household goods.

Immigrants Entitled to Exemptions on Customs Duties

New immigrants from countries that do not confer eligibility for the Customs Grant, e.g. countries not included in the above list, 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 these items, and quantities must be reasonable. When dealing with electrical appliances, for example, concessions on one of each item such as a refrigerator, television, personal computer, video cassette recorder, etc. per family are generally allowed. There are also



household items that are not exempt from Customs duties. It is advisable to clarify details in advance.

Conditions for Receiving Customs Exemptions

As a new immigrant, you are in most cases entitled to Customs exemptions provided that you fulfill the following conditions:

- Your items arrive in Israel within three years of your date of aliyah.
- The items were sent in no more than three shipments in addition to the luggage that accompanied you upon your entry into Israel.
- The items are for your personal use and that of your household. You will usually have to display a copy of your apartment rental or purchase contract.
- As a rule, Customs concessions are granted to immigrant adults, e.g. a single or couple, age 18 and over at the time of aliyah, and 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.

[A returning minor may be eligible for exemptions as an adult in the following circumstances:](#)

- You arrive in Israel below the age of 17 and report for compulsory IDF service within one year.
- You begin studies as a regular student in an institution of higher education within 18 months of entering the country, and study for at least two consecutive years.

Exemptions may also be granted in other circumstances, such as to an immigrant minor maintaining an independent household.



Items Made in Israel

New immigrants who are eligible for Customs exemptions may receive exemptions on the purchase of certain items manufactured in Israel instead of importing them from abroad. At the time of this publication, there are certified manufacturers in Israel of air conditioners, refrigerators, carpets, and stoves.

In order to obtain an exemption on Israeli-made goods, you should adhere to the following procedure:

- First, choose the items that you wish to purchase from a store that the Customs Authority has authorized for the sale of such goods.
- You must then request what is known as a "pro forma" invoice, which lists the items that you intend to buy, and present it to the Customs authorities.
- Upon receipt of authorization by the Customs authorities, you may then return to the store and purchase the items.

Note: Do not pay for items before you have received official confirmation of your exemption from Customs duties.

You can obtain a complete list of items from the Customs Authorities.

Motor Vehicles



In most cases, a new immigrant who holds an Israeli driver's license, as well as a valid license from your country of origin, which was in your possession prior to your first entrance as a new immigrant is entitled to pay 50% taxes on all types of vehicles according to the price tables of the Customs Authority, plus Value Added Tax. This benefit applies when importing an automobile or purchasing a new one in Israel from an authorized dealer.



You must purchase or import the vehicle within 3 years from your date of aliyah. Compulsory service in the IDF is not counted in the 3-year period. Your vehicle is limited to your exclusive use for a minimum period of five years.

If you arrive as a new immigrant between the ages of 17 and 20, you do not have a driver's license, and you serve in the IDF as a "lone soldier," you are advised to clarify your rights with the Customs Authority.

In order to take advantage of concessions on purchasing an automobile, it is necessary to convert your foreign license to an Israeli one, and to 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."

Hand-Held Work Tools

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

Equipment for Establishing an Enterprise

In general, new immigrants 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. You can find a list of all required documents and conditions for exemptions in the "Customs Guide for the New Immigrant," which is available 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 you must pay full taxes.

In all cases, be sure to 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 permits in order to import them:

| Item | Authorizing Body |
|-------------------------------------|--|
| ● Raw Materials | Ministry of Industry and Trade |
| ● Weapons | Ministry of the Interior |
| ● Broadcasting Equipment | Ministry of Communications |
| ● Pharmaceuticals | Ministry of Health |
| ● Animals (including domestic pets) | Ministry of Agriculture, Veterinary Service |
| ● Plants or plant parts | Ministry of Agriculture |

There are also other types of items that require a special permit, for example cellular phones and motor scooters. It is recommended to consult with your aliyah shaliach or with the Customs Authority before shipping items.

Prohibited Items

- Cordless telephones of 900 megahertz
- Fresh meat
- Gambling machines or games
- Drugs
- Forged or counterfeit documents or money

Period of Eligibility

The period of eligibility for Customs concessions is three years for those who arrive in Israel with a new immigrant visa. If you change



your status in Israel, be sure to consult with the Customs Authority in order to clarify your 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. Consult with the Customs Authorities for details.



Note: Only the person to whom they are granted may utilize Customs concessions. The Customs Authority confers them 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 you to acquire household items that you either bring with you from your country of origin or purchase locally. The Customs officials reserve the right to decide whether the goods are necessary and appropriate for your use, as well as what constitutes a reasonable quantity of goods.

The Customs officials are entitled to demand guarantees as a condition for the release of the goods or until such time as you can demonstrate to be using the goods in your home.

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



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

The Television Licensing Fee

According to law, the financing of the Broadcasting Authority budget comes from a Television Licensing Fee (*Agrat HaTelevizia*) that every person who possesses a television must pay. Anyone who purchases or receives a television set must report it to the Broadcasting Authority within thirty days, and arrange to begin payment of the fee. Failure to report the television, or to pay the fee, can result in fines and even confiscation of the television.

Certain sectors are entitled to discounts and exemptions on the fee, including new immigrants, pensioners, and those who receive special allowances from the National Insurance Institute.

New immigrants are exempt from paying the Television Licensing Fee for one year from the time of acquiring a television set. Eligibility is for two years from the date of aliyah.

In order to receive an exemption you need to inform the Broadcasting Authority within 30 days of purchasing or acquiring a television. See Useful Addresses. Be sure to include the following:

- your full name
- *te'udat oleh* number
- address
- telephone number
- the date of acquisition of the television
- the brand of television

Contact the Broadcasting Authority for details.



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. whether there are other new immigrants who speak your language, the average age of residents, etc., as well as the distance to your place of employment, price of the apartments, neighborhood services, and the climate of the region. During their initial period in Israel, many new immigrants prefer to rent an apartment, and to purchase one 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. Apartments are usually owned by individuals, not rental companies, and are generally unfurnished or partially furnished. You can find apartments for rent advertised in the press, on the internet, and on local neighborhood notice boards. In most cases, rental contracts are drawn up 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 based on a standard format, it is recommended to consult with a lawyer.

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. Apartments are purchased from their former owners, with or without the assistance of agents, or from the construction companies. You can find apartments for sale advertised in the



press, through agents, through the internet, or at housing fairs in various locations.

Purchasing an apartment is a major financial investment. The majority of Israelis, both new immigrants and veteran Israelis, receive government assistance for the purchase of apartments. 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.

Government Assistance for Housing

Those eligible for government housing assistance include:

- New immigrants
- Immigrant citizens
- Returning minors

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:

- You neither currently possess an apartment in Israel, nor part of an apartment, nor have you been in possession of an apartment in Israel. You must also not have had partial ownership of an apartment.
- You hold a valid "*te'udat zeka'ut*" (Certificate of Eligibility) issued to those "without housing" by a mortgage bank.

A *te'udat zeka'ut* is an official document issued by the government of Israel (the Ministry of Construction and Housing, and the Ministry of Immigrant Absorption,) through the mortgage banks. It is usually required when applying for a government mortgage. The certificate defines your rights to government housing assistance according to criteria that include your age and the size of your family, the number



of years that you have been in Israel, and the length of your service in the Israel Defense Forces (IDF).



The following documents are necessary when applying for a *te'udat zeka'ut*:

- *Te'udat zehut* (identity card) of both spouses, as well as any adult children living with the family.
- *Te'udat oleh* (immigrant's certificate) of the head of the household, in which all family members are listed.
- Marriage certificate (for couples and families).
- Pregnant women, from their fifth month of pregnancy, should provide a doctor's certification of the pregnancy, in order to count the unborn child as a family member, and receive assistance accordingly. This does not apply to a single woman during her first pregnancy.
- Authorization of army service (if applicable).

Types of Government Assistance

- A. Monthly rental subsidies.
- B. Mortgages for purchasing an apartment.
- C. Public housing for persons who meet eligibility requirements.

Period of Eligibility

- Rental subsidies: eligibility is for 5 years from receipt of new immigrant status. Note that during your first year following aliyah, rental assistance is included in the Absorption Basket.
- Mortgages: 10 years from receipt of new immigrant status from housing assistance companies. Following the conclusion of the 10-year period of eligibility for assistance, immigrants that meet criteria of the Ministry of Immigrant Absorption can be eligible for mortgages from the Ministry of Construction and Housing according to their conditions of assistance.



Rental Subsidies

New immigrants who are classified as "without housing" are in most cases eligible for rental subsidies for an apartment or part of an apartment. A single new immigrant can also rent a room or part of a room and receive assistance.

The level of the rental subsidy is based on your family status (single, family, single-parent family, elderly single or couple) and on the number of years you have been in the country. The amount of the subsidy decreases over the five-year assistance period.

In many cases, new immigrants who receive allowances from the National Insurance Institute are eligible for larger rental subsidies.

Note: Rental subsidies are for a consecutive five-year period. If you travel overseas for a lengthy amount of time, you cannot extend the five-year period. One who serves in regular, compulsory IDF service can receive rental subsidies during the period of service, which is added on to the regular 5-year period.

Obtaining a Rental Subsidy

As stated above, during your first year in the country, your rental subsidies are included in your Absorption Basket payments. From your second year in the country, your rental subsidies are deposited into your bank account via a housing-assistance company. Consult with your personal absorption counselor for more details.

Three housing-assistance companies provide rental subsidies. The three companies are:

- Amidar
- Matan-Chen
- M.A.G.A.R.



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

The Certificate of Eligibility

A *te'udat zeka'ut* is an official document issued by the government of Israel (the Ministry of Construction and Housing and the Ministry of Immigrant Absorption) through the mortgage banks. It defines your rights to government housing assistance according to your age and the size of your family, the number of years that you have been in Israel, and the length of your service in the Israel Defense Forces (IDF).

The following documents are necessary when applying for a *te'udat zeka'ut*:

- *Te'udat zehut* (identity card) of both spouses, as well as any adult children living with the family.
- *Te'udat oleh* (immigrant's certificate) of the head of the household, in which all family members are listed.
- Marriage certificate (for couples and families).
- Pregnant women, from their fifth month of pregnancy, should provide a doctor's certification of the pregnancy, in order to count the unborn child as a family member and receive assistance accordingly. This does not include a single woman during her first pregnancy.
- Authorization of army service (if applicable).
- Authorization from the National Insurance Institute of receipt of assured income payments, income supplements, or disability allowances where applicable.

In some cases, additional documents will be required. Be sure to check with the housing-assistance company in order to ascertain what documents you will be required to supply.



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

Who is Required to Receive a Te'udat Zeka'ut?

New immigrants that receive regular rental assistance upon completion of the Absorption Basket are generally not currently required to have a *te'udat zeka'ut*. On the other hand, immigrants who receive increased rental subsidies, including individuals that receive specific allowances from the National Insurance Institute, such as single-parent families and recipients of special old-age pensions, are required to do so.

In order to request a *te'udat zeka'ut*, the following documents are necessary:

- *Te'udat oleh*
- *Te'udat zehut* of each spouse along with the attachment for each adult child that resides with the parents.
- Marriage certificate.
- Pregnant women — authorization of the pregnancy from a recognized medical establishment (a pregnancy from the fifth month is recognized as a child for the purposes of calculating family size, with the exception of the first child of a single woman.)
- Authorization of I.D.F. service where applicable.
- Authorization from the National Insurance Institute of receipt of assued income.

Mortgages

New immigrants who are classified as "without housing" can apply for a government mortgage (*mashkanta*) for purchasing 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, and are made on a monthly basis for a period of 20-28 years.

Government mortgages are given to those who meet all criteria for assistance, and conditions are usually more favorable than loans from other sources. While government mortgages do not cover the full price of an apartment, it is also possible to request a supplementary loan from the mortgage bank, which is granted according to the bank's own criteria and judgement. It is worthwhile to compare between banks in order to find the optimal loan conditions for your circumstances.

In some areas of the country, particularly in the north and south, 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, the various local authorities, and look for advertisements from the Ministry of Construction and Housing.

Acquisition Tax

The acquisition tax — "*mas rehisha*" is one of the many various expenses associated with the purchase of an apartment. *Mas rehisha* is calculated according to the price of the apartment, and can involve considerable amounts. If you are a new immigrant within seven years from your date of aliyah, (or a temporary residents — [A/1]) you are entitled to pay a reduced rate of 0.5% of the purchase price up to a set ceiling. An immigrant citizen is in most cases entitled to the same concessions as a new immigrant when purchasing an apartment, on condition that you resided overseas for a continuous period of at least 10 years.

Note that there is no extension of the seven-year period of eligibility, except in the cases of regular, compulsory IDF service. If you purchase an apartment following the seven-year eligibility period, the acquisition tax is calculated on a graduated basis, according to the cost of the apartment. If the *mas rehisha* is not paid



within 45 days of signing a purchase contract, you will have to pay a fine. Your lawyer can help you to calculate how much your *mas rehisha* should be.

If you acquire an apartment during the year prior to making aliyah, and pay the full acquisition tax, you will in most cases be entitled to a refund of the payment, minus 0.5%, up to a set amount. It is necessary to present proof of aliyah within one year of signing the purchase contract.

The discount on acquisition tax is on a one-time basis for purchase of a home or land for building a home, and one time for the purchase of a business premises or agricultural plot.

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.
- Single-parent families.
- Families in which one member suffers from a chronic illness or has a permanent disability of at least 75%, authorized by the National Insurance Institute.

Apartments are available on a rental basis only, and the majority is located in peripheral areas of the country. An applicant may not necessarily be placed in an apartment in their current city of residence. Eligibility is based on the length of time in the country.

In certain cities, there are hostels that serve as sheltered housing for the elderly. The Ministry of Immigrant Absorption also rents buildings to serve as sheltered housing for elderly new immigrants. Only those elderly 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, and eligibility is according to the length of time in the country.



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, your skills and profession and the level of demand for them, your 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.

There are a number of basic steps that are involved in your professional integration:

- Learning Hebrew.
- Translation and evaluation of your diplomas and professional documents (this is not always necessary for documents in English).
- Mapping out your employment plan with your personal absorption counselor.
- Licensing or certification in your profession.
- Searching for a job.
- Vocational training or retraining for those who are unable to find employment in their fields.

Personal Employment Plan

During your initial absorption period, you can start to devise your employment plan together with your personal absorption counselor. You can do so even while still studying in ulpan. Your plan is based on your educational background and professional skills and experience, in accordance with the demands of the Israeli job



market. Your plan will include the necessary steps you must take, such as translating documents. Your counselor will also advise you of your eligibility for various forms of assistance including referrals to courses, preparatory courses for licensing exams, referrals to an Employment Center for New Olim, and more.

Hebrew Study



In order to integrate into most fields, it is necessary to reach a reasonable level of Hebrew. Not only do certain professions require Hebrew proficiency as a condition of licensing and recognition, but you will 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 medical and technical professionals. They offer professional terminology and background preparation for preparatory courses for licensing exams.

For information on Hebrew study options in your location, and for a referral to the most suitable ulpan for you, consult with your personal absorption counselor at a Ministry of Immigrant Absorption 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 submitted for translation and notarization. For more information, consult with your personal absorption coordinator.



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

If you have a professional degree from overseas, you should check the necessity of having the degree evaluated by the Department of Evaluation of Overseas Diplomas of the Ministry of Education. In many cases, such evaluation is required when registering with a government employment service or courses, for determining your salary in a public-sector job, or as a condition for receiving a license to practice in your field. For more information, see the Ministry of Education website for requirements, as well as for information on public reception hours. See Useful Addresses.

Licensing and Recognition Procedures

Most professionals must undergo official licensing or recognition procedures in order to practice in Israel, including exams. In some cases you may be able to take preparatory course for licensing exams in your field. The Ministry of Immigrant Absorption often assists with full or partial coverage of fees for preparatory courses. In other cases, it may be possible to request a subsistence allowance or income supplement during the course. Consult with a personal absorption counselor to clarify the possibilities of participating in a preparatory course for your profession.

The following is a brief summary of the requirements for various professions. Note that detailed information for each profession can be found in the corresponding booklet available from the Publications Department. See the order form at the back of this booklet.



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 are required to pass exams and receive a license in order to work in Israel. The Ministry also grants Certificates of Recognition to qualified medical laboratory workers, clinical geneticists, physiotherapists, speech therapists, dieticians, dental hygienists and technicians, and occupational therapists.
2. **Professions that are not regulated by law;** this includes professions normally 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 (Hebrew only): 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.

You must submit your diplomas and all documents attesting to studies, internships, specialization, and work experience. The Ministry will then explain exactly what is required of you in terms of exams, internships, etc. You must have all documents not in



Hebrew translated and notarized. In some cases, you may be exempt from parts of licensing exam, provided that you are recognized as a specialist or you have practiced for at least 14 years.

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 your translated and notarized diploma, any translated and notarized relevant work documents, two photos, and your *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 do not have to pass exams, but 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 Ministry of Health District Office nearest you and submit all required documents attesting to your education and professional background. Following this, you must file a request with the Secretariat of the Council of Psychologists to determine whether you will be licensed to practice, or must undertake an internship.

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

Nurses

In order to be recognized as a qualified nurse in Israel, new immigrants must hold a license issued by the Nursing Division (*Agaf Hisiud*) of the Ministry of Health. Licenses are granted 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 Unit for Absorption of Immigrant Teachers at the Ministry of Education (see Useful Addresses) in order to apply for recognition. The district supervisor from the Department will review your credentials and then advise you of the necessary steps you must take, such as retraining courses.

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

In order to obtain employment in Israel as a social worker, it is necessary to first gain professional certification, and list your name in the Social Workers Register.



"Certification" refers to recognition of your 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 Social Affairs main office in Jerusalem and request an application form (see Useful Addresses). You then return the form to the Registrar, along with a notarized copy and notarized translation of your degrees.

If you have studied social work overseas, your diploma is examined in order to ascertain that you have graduated from an accredited school. Your request is then referred 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 Social Affairs for details. See Useful Addresses.

Accountants



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

It is necessary to come prepared with your original CPA or CA license from your country of origin, a photocopy of the license, and a letter from the licensing board in your country stating that you are 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 your original license, you may 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.

You then fill out forms and will be 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, contact the Authority, 22 Rehov Kanfei Nesharim, Jerusalem 95464, (02) 6556555. You can also visit their website: www.isa.gov.il.

Engineers and Architects

In order to be recognized as an engineer or architect in Israel, you must apply to the Registrar of Engineers and Architects of the Ministry of Trade, Industry, and Labor (see Useful Addresses). Recognition is based on the type of degree that you hold, and the standing of the institution from which you obtained it.

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.

Non-Academic Professionals

A number of professionals are required to hold registration or licenses to work, including electricians, gas repairmen and others. The Ministry of Trade, Industry, and Labor will decide whether it is necessary for a given professional to receive certification. They will 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 Trade, Industry, and Labor in order to ascertain what is required of you.

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

Finding Work



There are a number of resources that you can utilize for your job search. They include:

- Your personal absorption counselor. Together with your counselor, you will plan your employment track and have access to job listings from the Ministry of Immigrant Absorption database.
- Employment Centers for Olim of the Ministry of Immigrant Absorption
- The Government Employment Service (from your second year in Israel)
- Notices in the press.
- The Internet.
- Placement agencies.
- 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 who are seeking employment, as well as new immigrants who are participating in a recognized vocational course of a minimum of 24



weekly hours, can be eligible for assured income payments from the Ministry of Immigrant Absorption. The period of payments is up to the end of the first year following aliyah. In order to be eligible for assured income you must register with the Ministry of Immigrant Absorption, and report to your personal absorption counselor.

Ministry of Immigrant Absorption Employment Guidance Centers for Olim

Employment Guidance Centers for Olim offer individual vocational counseling for immigrants and returning residents who are not working, as well as courses for professional training and upgrading (for example professional Hebrew courses, computer training, etc.) and job-hunting workshops. An individual employment plan is designed for each participant.

The period of eligibility for new immigrants is up to 10 years from your date of aliyah. Returning residents are eligible for two years from your date of return. Consult with a personal absorption counselor for more information.

Training and Retraining Courses

New immigrants that report to their personal absorption counselor and who have not found employment, or that have a profession that is not in demand in Israel, can receive information on course options for retraining, refresher courses, and more. For information, consult with your personal absorption counselor.

Participation in Salary

In some cases, the Ministry of Immigrant Absorption may participate in an immigrant's salary for a limited period. The goal of assistance is to encourage the hiring of immigrants, and is conditional on your employer's commitment to continue to employ you 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 your personal absorption counselor.

Scientists & Researchers



New immigrant and returning residents who meet the criteria of the Center for Absorption in Science for recognition as a scientist may be eligible for assistance from the Center. The Center aids in employment by partially covering salaries, and grants assistance for projects. The Center can provide vocational guidance and advice, as well as consolidation of scientific projects and referrals to potential employers or bodies willing to support scientific projects. For information, consult 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



Artists and authors can be eligible for a special one-time grant from the Ministry of Immigrant Absorption following recognition by a professional evaluation committee in the relevant area (music, plastic arts, literature, cinema and television, theater, etc.). The grant is to be used to acquire professional equipment, to expose the artist to the public, and for professional advancement.



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

Artists who have been ranked as "very talented" and "exceptionally talented" can be referred to the Center for Absorption of Immigrant Artists which is jointly administered by the Ministry of Immigrant Absorption and the Ministry of Culture and Sport, and which can provide additional assistance, organize exhibits, concerts, etc.

Assistance to Athletes

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

Assistance to Entrepreneurs

The Ministry of Immigrant Absorption offers assistance to entrepreneurs in conjunction with local authorities, Small Business Development Centers (MATI,) and other public institutions.

Assistance is provided in the following ways:

- Coordinators at Ministry of Immigrant Absorption branch offices offer guidance, referrals to Small Business Development Centers, and handle applications for loans.
- Small Business Development Centers (MATI) offer new businesses such assistance as business courses, drawing up business plans, budgetary planning, information on sources of financing, marketing, tax laws, licensing, and other matters. They can also help make business contacts, help locate investors and partners, and other similar services.
- Loans at favorable terms.

To receive information or assistance, consult with a personal absorption counselor, who will clarify your eligibility and refer you to appropriate sources of assistance. More information is also



available from the joint website of the Ministry of Immigrant Absorption and the Small Business Authority: www.2binisrael.org.il

Business Information Center



The Ministry of Immigrant Absorption Entrepreneur's Division maintains a Business Information Center for new immigrants and returning residents. The Center offers business information services from professional consultants in Hebrew, English, Russian, French and Spanish. See Useful Addresses.

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. Three credit points are given 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). You must receive certification from the Income Tax Authorities and give the certification to your employers. Many employers have the required form on hand. Returning minors should clarify their rights with the Income Tax Authority. See Useful Addresses.

Be sure to check that the appropriate amount of income tax is deducted from your salary.

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 Immigrant Absorption website, www.klita.gov.il.



Social Services

The two main bodies that offer social services in Israel are the National Insurance Institute, which provides a variety of financial aid to those eligible, and the Ministry of Social Affairs, whose services are primarily, but not exclusively, administered through the Social Services Departments of the local authorities. Further, new immigrants experiencing difficulties can also turn to the Ministry of Immigrant Absorption. Official services are complemented by a large number of voluntary and non-profit organizations.

Social Services of the Ministry of Immigrant Absorption

The Ministry of Immigrant Absorption provides assured income to new immigrants categorized as "dependent" and unable to work due to their age, the state of their health, or family situation.

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 14.
- The youngest child is below the age of 17.
- 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:

- They are within five years prior to official retirement age (see below).
- Neither spouse is employed.
- Neither spouse is participating in a vocational course.

New Immigrants of Retirement Age

New immigrants of retirement age may be eligible for assured income according to the following criteria:

- They are of retirement age according to guidelines of the National Insurance Institute, which mandate that retirement age for men born following June 30, 1939, will be raised on a gradual basis up to the age of 67. The retirement age for women born following June 30, 1944, will be raised on a gradual basis up to the age of 64.
- Neither spouse is employed.
- Neither spouse is participating in a course.

The Chronically Ill

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.



- Also eligible are persons between the ages of 18 and retirement who reside in a diagnostic and rehabilitation facility of the Ministry of Social Affairs, and disabled individuals who either reside in a facility or are employed in a sheltered workshop.
- Those hospitalized in a chronic-care facility (nursing home, mental-health facility, etc.) can receive 1/3 of the allowance rate for a single person.

The Visually, Physically, and the Cognitively Disabled

The visually, physically, and the cognitively disabled 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 to have been referred to the Ministry of Social Affairs Department of Services for the Blind or the Department of Services for the Retarded.
- 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: Man 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 who are not eligible for "assured income" include:

- Families in which one spouse is employed, and receives a salary above the minimum 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 Immigrant Absorption 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 has authorized to own an automobile for medical reasons.

Period of Eligibility

- The period of eligibility for assured income assistance begins with the cessation of the Absorption Basket, e.g. from the 7th through the 12th month following aliyah.
- The period of assistance is for 6 months.

Following the end of the first year of aliyah, it is necessary to apply to the National Insurance Institute for assured income benefits and to comply with all eligibility requirements.

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



It is necessary to apply for assured income through your personal absorption counselor at a Ministry of Immigrant Absorption branch office. You must supply all relevant documents. If your request is approved, payments will be deposited into your bank account.

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

In cases of temporary difficulties, it may be possible to receive financial assistance through the District Director's Fund at a branch office of the Ministry of Immigrant Absorption. Application is through a personal absorption counselor. Aid is on a one-time basis only.

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. This entitles you to 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

- If you are employed, your employer pays your National Insurance Institute and health insurance premiums on your behalf, and deducts a percentage from your salary. It is recommended to make sure that your employer pays the necessary premiums on your behalf.



- If you are self-employed, a student, or do not work, you must arrange for payment at the nearest branch office of the National Insurance Institute.
- New immigrants are exempt from making payments during your first year following aliyah, as long as you are not working, and your income does not exceed a set minimum.



Note: at the time of publication, numerous changes to eligibility requirements and levels of assistance are being considered. Be sure to check your eligibility for assistance in each individual case. 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*) intended to help towards the purchase of essential clothing and equipment for the newborn. Employed women who have given birth, or adopted 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 your length of employment prior to the birth, and on condition that you paid National Insurance Institute premiums during your period of employment. Compensation is based on your salary prior to maternity leave. 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 NII 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 its rate has no connection with the level or sources of the family income.

The claim for a child allowance is filed through the hospital when a baby is born. It is necessary for the parents to provide the hospital with their bank account and identity numbers.

Similarly, the allowance is paid to new immigrants with children from their first day in the country, and to children who arrive without their parents, as well as to non-residents who work in Israel. The payments are automatically deposited directly into your 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 intended 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.



Assured Income

Assured income supplements (*haftachat hachnasa*) ensure 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.

In order to qualify, it is necessary to be in one of the following categories:

- You have reached the end of eligibility for unemployment compensation, and the government employment service has not been able to place you into a job, or you are studying in a daytime vocational course.
- You are age 55 or over.
- You are a single parent with a child up to age 2.
- You are ill and unable to work for more than 30 continuous days, or must care for a chronically ill family member.
- You are a woman from your 13th week of pregnancy.
- You are unable to work due to an unforeseen crisis situation.

In all categories, neither you nor your spouse may own an automobile unless you are authorized to do so for medical reasons.

Employed persons with low salaries may be eligible for income supplements.

Old Age Pensions

All residents of Israel from the age of 70, who have accumulated a sufficient qualifying period, are entitled to a standard old-age pension from the National Insurance Institute. If you do not work, and your income falls below a set minimum, you may be eligible from the age of 67 for men and 64 for women. These ages apply to men who were born following May, 1942, and women born following May, 1953.

New immigrants who arrive in Israel age 60 and up do not accumulate the necessary qualifying period, and are therefore not



eligible for the standard pension. However, if your income is minimal or non-existent, you may be eligible for a special old-age pension. The pension is paid from the date of the claim.

New immigrants from the former Soviet Union or Eastern Europe have the special old-age pension deposited directly into their bank account. However, a married immigrant who arrives in Israel before or after their spouse must apply to the National Insurance Institute in person. Those from all other countries should apply to the National Insurance Institute, and supply documents verifying their income, in order to clarify their eligibility.

If for any reason the pension is not paid on time, consult with the nearest branch office of the National Insurance Institute.

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 having worked 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.

In order to apply for unemployment compensation, it is first necessary to register with the Government Employment Service.

If you continue to be unemployed following the period of compensation, you should clarify your eligibility for assured income payments from the National Insurance Institute.

Military Reserve Duty Compensation



Citizens called up to do reserve duty (*miluim*) for at least two days receive compensation on the basis of their salary (without fringe



benefits). New immigrants who are called up, and who were insured for a sufficient amount of time prior to being called up, also receive compensation. If you have not begun working before military service, or have not worked for the required amount of time, you receive only the minimum compensation. To receive compensation, you need to submit a request to your employer or to the National Insurance Institute, attaching confirmation from the army.

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 form of eligibility for any type of benefit. Eligibility and conditions for National Insurance Institute benefits are subject to change from time to time 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 office nearest you, or on their website: www.btl.gov.il



Benefits to Senior Citizens

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

You should receive the certificate by mail upon reaching pension age. If for some reason you do not receive a certificate, you can notify 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 you to membership in one of the four health funds (*kupot holim*), Kupat Holim Clalit, Kupat Holim Leumit, Kupat Holim Maccabi, and Kupat Holim Meuhedet.

You may register in the health fund of your choice, regardless of your 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. It is possible to purchase supplementary insurance from your 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.

You may transfer from one fund to another provided that you are with the current health fund for at least one year. Transfer procedures take place twice a year, at specific times.

Insurance premiums are paid to the National Insurance Institute in the same manner as National Insurance payments. Every person from the age of 18 must pay premiums. If you work for an employer, your premiums are deducted directly from your salary at the same time as National Insurance payments. If you are unemployed or self-employed you must arrange with the National Insurance Institute directly.



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

Health Insurance for New Immigrants

New immigrants can register for health insurance or receive a voucher along with your *te'udat oleh* at the airport. Those who change status in Israel receive their voucher from the Ministry of Immigrant Absorption together with their *te'udat oleh*. This voucher entitles you to six months of free health insurance, provided that you are not working. If you begin employment within this six-month period, you must start making payments. If you do not start to work upon completion of ulpan, and receive a subsistence allowance from the Ministry of Immigrant Absorption, (for example if you participate in a retraining course) you may apply for exemption from payment for up to one year from the date of aliyah.

Temporary residents (A/1) do not receive six free months and must register with a health fund and the NII and make payments according to income.



Note: the National Health Insurance Law does not cover persons who are in Israel on tourist visas and other temporary visas. It is necessary to arrange for insurance from your overseas provider prior to arrival in Israel. Persons who are in Israel for extended periods can 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 known as *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. Check with your local municipality for information on the family health center nearest you.

School Medical Services

In most schools, students' health and development are monitored from first grade through completion of school. Every child is examined by a doctor 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 exams, lab tests, X-rays, and medications) at night, on the Sabbath and on holidays. It is necessary to present your membership card or booklet in order to receive treatment. In some cases, treatment is for a fee. Check with your health fund for more details.

Magen David Adom

Magen David Adom provides all emergency services, including first aid in the event of accidents, at night, or other times when health fund clinics are closed. Magen David Adom also transports sick and injured persons to hospitals.



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

Magen David Adom services are for a fee. The health funds may partially reimburse members for treatment or medications.

Treatment and Hospitalization Through the Emergency Room

All treatments and hospitalizations through a hospital emergency room are subject to fees. The health funds will 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, you should go to the nearest emergency room regardless of whether it is the duty hospital.

Note: whenever you visit any emergency facility, try to have with you 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, you will meet people from all backgrounds and walks of life. It is a valuable tool in helping you to integrate into Israeli society.

Period of Service

Generally speaking, the usual period of service for men is 30 months; for women 24 months. Men who immigrate to Israel after the age of 18 are usually entitled to a shortened period of service, in accordance with age and family status. In most cases, the period of service extends from a few weeks to up to 36 months. At the time of publication, men age 26-39 are in most cases exempt from compulsory service, and are assigned to the reserves.

New immigrant women up to the age of 20 are generally drafted for compulsory service. Women who make aliyah after the age of 20 are in most cases exempt.

Service in a Foreign Army

New immigrants who served in an army abroad for 18 consecutive months or more are usually entitled to serve a shorter period of IDF service. If your resultant IDF service amounts to less than six months, you serve in the reserves only. Those who served 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 32, and age 29 for dentists. The salary of a physician in compulsory service is identical to that of those serving in the career army.

Physicians who are not inducted into compulsory service serve in the reserves.

Conscription Period

New immigrants are called up only after residence in Israel for at least 12 months. New immigrants who are 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*) in the mail for registration and medical examination purposes.



Note: Every new immigrant must report to the draft board within 6 months from the day you changed to new immigrant status, regardless of whether or not you received a an "Order to Report for Registration" in the mail.

Immigrant Reserves

The IDF allows new immigrants who made aliyah after the age of 18, and who are accepted for higher education 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 that have completed high school overseas, and who are interested in studying for an academic or technical degree before their military service. If you have a matriculation certificate (*te'udat bagrut*) from



your country of origin, or overseas equivalent, and are of age for conscription into the IDF, you 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 Immigrant Absorption offer assistance to immigrant soldiers in compulsory service under the following circumstances:

- Single immigrants who do not have parents in Israel may be eligible for an increased monthly salary from the army and additional grants from the Ministry of Immigrant Absorption. You may also be eligible for rental subsidies from the army and from the Ministry of Housing through the mortgage banks.
- Single soldiers who do not have parents in Israel can receive assistance towards the cost of trips abroad to visit your family. The possibility of doing so is based on IDF manpower needs and priorities at the time you wish to travel.
- Soldiers who are responsible for supporting dependent family members (e.g. parents, spouse, etc.) may be eligible for family payments from the IDF and for a grant from the Ministry of Immigrant Absorption.

Reserve Duty

Israeli citizens who do annual reserve duty receive compensation from the National Insurance Institute equivalent to your salary that same period, on condition that you have paid 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 Immigrant Absorption website, www.klita.gov.il or the IDF Manpower Division website, www.aka.idf.il



Driver's Licenses



Your overseas driver's license is valid in Israel for one year only from the date of your entry into Israel. This applies to new immigrants, temporary residents, and returning residents.

Converting Your License

New immigrants can convert their foreign driver's license within three years from aliyah; however you may only drive on the overseas license for up to one year. Temporary residents and returning residents can convert their overseas license within one year of arrival. Returning residents may do so provided that they resided overseas for at least six months, and that the license was issued at least six months prior to return. In order to receive an Israeli license, you must pass an optical exam and a practical driving test.

The Licensing Procedure:

1. Go to an office of Marmanet or Taldor closest to you in order to have your photograph taken for the license. You will also be issued a form with your personal information and the photograph. You must 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
 - *Te'udat oleh*.

You then need to have an optical examination conducted by an ophthalmologist or eye doctor. If you wear glasses or contact lenses, you must wear them during the examination.



2. You must have a physical examination conducted by a general practitioner or a family doctor.
 - Submit the form you received at Marmanet or Taldor, together with the authorizations from the eye doctor, and family or general practitioner to the licensing bureau closest to you. You will also need 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*.
3. Set a time with an authorized driving instructor for the practical driving test. In most cases, it is recommended to take a number of driving lessons before the exam.

Following receipt of permission to convert your license, you can then receive an Israeli one.

Note that licenses are converted by the Licensing Bureau on specific days of the week. It is recommended to call in advance in order to find out the day and time that you can convert your license at the nearest Licensing Bureau office.

Driving Instruction in Israel

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 17 and over.
- 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 you have not committed any traffic violations.



It is necessary to post a "new driver" sign in the windshield of the car during the two-year period.

An experienced driver must accompany new drivers for a minimum of two years following receipt of the license.

Licenses for Public or Commercial Transport Vehicles



New immigrants who hold overseas licenses for public or commercial transport vehicles (e.g. buses and taxis) must request an equivalent Israeli license. It is necessary to present your overseas license. Applicants are also required to take various courses according to the type of license requested.



Public Inquiries

There are a number of bodies to whom the public may turn in order to complain about violations of the law, failures to implement correct procedures, or unjust treatment. Some of these bodies take care of complaints against public institutions or government offices, while others deal with consumer complaints.

The Department of Public Inquiries of the Ministry of Immigrant Absorption

New immigrants who feel that they did not receive sufficient or appropriate assistance or information from a Ministry of Immigrant Absorption branch office, or from the Ministry of Immigrant Absorption information line, can submit a complaint in writing to the Department of Public Inquiries of the Ministry of Immigrant Absorption: P.O.B. 13061, Jerusalem 91130.

The Jewish Agency

You can 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, the Jewish Agency, pniyottzibur@jafi.org or to the Commissioner of Public Inquiries, the Jewish Agency, P.O.B. 92, Jerusalem, 91000.

General Complaints and Inquiries

There are a number of bodies to whom the public can turn in order to obtain information, or to file complaints of illegal actions, discrimination, or injustice. Some of these bodies handle complaints against government or public bodies, while others deal with such issues as consumer rights.



Complaints Against Government Offices and Public Institutions

In all government offices and public institutions, there is a department or employee responsible for handling public complaints. In addition, you can file complaints with the Commissioner of Public Inquiries of the State Comptroller's Office. According to the law, any 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 municipal building companies, institutions of higher education, the electric company, the lottery, Egged, the health funds and the telephone company. You may 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 your letters to the Commissioner of Public Inquiries (see Useful Addresses). You must sign your letter and include your name and address.

In Person: You may 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.) you can complain to:

- The Director of Consumer Protection of the Ministry of Trade, Industry, and Labor.
- 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 are sending an inquiry to the Ministry of Immigrant Absorption, be sure to include your *te'udat oleh* number. Include a brief description of the basis of the complaint, and be sure to list all relevant details. You must sign your complaint with your full name.

Citizens Advice Bureau — "Shil"

"Shil," (*Sherut Yitutz 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 designed 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 of Higher Education
- Converting Overseas Driver's Licenses Licensing Bureau
- Initial Counseling and Guidance Ministry of Immigrant Absorption/Immigrant Organizations
- Financial Assistance Ministry of Immigrant Absorption
- Issuing of a Permanent *Te'udat Zehut* Ministry of the Interior
- Listing your Address in your *Te'udat Zehut* Ministry of the Interior
- Opening a Bank Account Any Commercial Bank
- Referral to Ulpan Ministry of Immigrant Absorption
- Registering Children in Kindergarten and School Local Authorities
- Registration in a Health Fund Postal Bank/Health Fund Secretariat
- Rental Subsidies Mortgage Banks
- *Te'udat Ma'avar* Ministry of the Interior
- *Te'udat Zaka'ut* Housing Assistance Companies
- Study Grants for Single-Parent Families National Insurance Institute



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 | Tel/Fax |
|---------|---------|
|---------|---------|

Emergency Numbers

| | |
|----------------------------------|--------------|
| Police | 100 |
| Magen David Adom | 101 |
| Fire Department | 102 |
| Eran Emotional First Aid | 1201 |
| Domestic Violence Hotline | 1-800-220000 |
| Victims of Sexual Abuse | 1202 |

Ministry of Immigrant Absorption

www.klita.gov.il

info@moia.gov.il

Main Office

2 Rehov Kaplan

(02) 6752611

Kiryat Ben Gurion

Jerusalem 91130



Address Tel/Fax

National Telephone Information Center (03) 9733333

Public Inquiries (02) 6752765

Returning Residents Division (02) 6750365

2 Rehov Kaplan
Jerusalem

Southern and Jerusalem District Headquarters

31 Rehov Zalman Shazar (08) 6261216
Beer Sheva Fax: (08) 6230811

Student Authority, Jerusalem (02) 6214540 Fax: (02) 6214601
Student Authority, Beer Sheva (08) 6261231 Fax: (08) 6261219

Publications Department Fax: (02) 6241585

Jewish Heritage Division (02) 6752782

Haifa and Northern District Headquarters

15 Rehov HaPalyam (04) 8631111
Fax: (04) 8631110

Student Authority (04) 8631140/1 Fax: (04) 8631161

Tel Aviv and Central District Headquarters

6 Rehov Esther HaMalka 1-599-500-901
Fax: (03) 5209153

Student Authority (03) 5209155 Fax: (03) 5209178



| Address | Tel/Fax |
|--|---------------------------------------|
| Branch Offices | |
| 1 Rehov HaAvodah Ashkelon | 1-599-500-915 Fax: (08) 6790770 |
| 10 Rehov HaShiva Beit Shemesh | (02) 9939102/3/4 Fax: (02) 9912540 |
| 15 Rehov Hillel Jerusalem | 1-599-500-923 Fax: (02) 6249398 |
| 5 Sderot Lachish Kiryat Gat | (08) 6878662 Fax: (08) 6878660 |
| 15/23 Rehov Migdalei Levanon Modi'in | (08) 9726198 Fax: (08) 9707528 |
| 91 Rehov Herzl Ramle | 1-599-500-912 Fax: (08) 9208019 |
| 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 | 1-599-500-906 Fax: (04) 9580875 |
| Rehov HaMalacha "Lev Esekim" Bld. Upper Nazareth | 1-599-500-903 |



| Address | Tel/Fax |
|--|-----------------------------------|
| 47 Rehov HaShomer Tiberias | (04) 6720399 Fax: (04) 6717061 |
| 45 Rehov Nitzanim Migdal HaEmek | Tel/Fax: (04) 6540331 |
| 9 Derech HaAtzma'ut Nahariya | (04) 9950400 |
| 28 Rehov Yehoshua Henkin Afula | (04) 6098300 Fax: (04) 6098305 |
| Kikar Tzahal Tzahar Bdg. Kiryat Shmona | (04) 6818400 Fax: (04) 6818405 |
| Kenyon "Sha'arei Halr" Calshav Market Bld. Tzfat | (04) 6920218 Fax: (04) 6820571 |
| 302 Rehov Ma'aleh HaBanim Ma'alot | (04) 9078311 Fax: (04) 9078312 |
| Binyan Tzimir Kiryat HeMemshala Sderot Begin Ashdod | 1599-500-914 Fax: (08) 8668030 |
| 26 Rehov Eilat Holon | 1599-500-908 Fax: (03) 5056997 |
| 23 Rehov HaTa'ash Cfar Sava | 1599-500-906 Fax: (09) 7663515 |



| Address | Tel/Fax |
|---|-----------------------------------|
| 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 (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 |
| Kiryat HaMisradim Sderot HaTamarim Eilat | (08) 6341621 Fax: (08) 6372367 |
| 34 Rehov Yehuda Arad | (08) 6592440 Fax: (08) 6592440 |
| 8 Rehov Hatzala Dimona | (08) 6563888 Fax: (08) 6563880 |
| 10 Rehov Yosef Semilo Netivot | (08) 6878662 |
| Information on Immigrant Arrivals Ben Gurion Airport Branch Office | (03) 9774111 |



Address

Tel/Fax

Center for Absorption in Science

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

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

Social Sciences (02) 6214569 yanag@moia.gov.il

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

Local Authority Information Lines 106/7/8

(Moked Ironi)

The Jewish Agency

www.jafi.org.il

Main Office

48 Rehov King George (02) 6202222
Jerusalem

Public Inquiries

48 Rehov King George (02) 6202347
Jerusalem

Aliyah Service Centers

In Israel: 1-800-228-055

United States 1-866-835-0430 (Toll Free International Number)

Canada 1-866-4218912 (Toll Free International Number)

Great Britain 0-800-404-8984 (Toll Free International Number)

Australia 1-800-445-781 (Toll Free International Number)

India 0-00127 code 2096 (Toll Free International Number)

South Africa 0-800-996-886 (Toll Free International Number)

France 0-800-916647 (Toll Free International Number)

Belgium 0-800-70967 (Toll Free International Number)



| Address | Tel/Fax |
|-----------|--|
| Brazil | 23-800-891-8023 (Toll Free International Number) |
| Argentina | 0-800-444-9744 (Toll Free International Number) |
| Mexico | 1-877-684-55-52 (Toll Free International Number) |
| Venezuela | 0-800-1001-131 code 2079 (Toll Free Intl Number) |
| Spain | 900-931-828 (Toll Free International Number) |
| Uruguay | 000-412 Code 2086 (Toll Free International Number) |
| Russia | 810-800-2030-1972 (Toll Free International Number) |
| Germany | 0-800-181-9271 (Toll Free International Number) |
| Austria | 0-800-281-587 (Toll Free International Number) |
| Denmark | 0-800-022-1498 (Toll Free International Number) |
| Holland | 0-800-022-1498 (Toll Free International Number) |
| Finland | 990-800-5394-7424 (Toll Free International Number) |
| Norway | 00-800-5394-7424 (Toll Free International Number) |
| Sweden | 00-800-5394-7424 (Toll Free International Number) |

Nefesh B'Nefesh

www.nbn.org.il

nbnisrael@nbn.org.il

5 Rehov Nachum Hefzadi

(02) 6595800

Jerusalem 95484

Fax: (02) 6595701

North America

1-866-4-ALIYAH

nbnusa@nbn.org.il

Canada

50 Eisenhower Drive

Fax: 201-291-1066

Paramus, NJ

nbnusa@nbn.org.il

United Kingdom

JNF House, Spring Villa Park

0-800-075-7200

Edgware, Mddx, HA87ED UK

nbnuk@nbn.org.il



Address

Tel/Fax

The United Kibbutz Movement

www.kibbutz.org.il

13 Rehov Leonardo Davinci (03) 6352961

Tel Aviv

Religious Kibbutz Movement

www.kdati.org.il

7 Rehov Dubnov (03) 6072777

Tel Aviv

The Ministry of the Interior

(Misrad HaPnim)

www.moin.gov.il

info@moin.gov.il

National Information Line

*3450

4 Rehov Hatikva

Beer Sheva

15 A Rehov HaPalyam

Haifa

1 Rehov Shlomt Zion HaMalka

Jerusalem

125 Derech Begin

Tel Aviv

Dial your local authority information line or see the Ministry website for information on offices in your location.



Address

Tel/Fax

The National Insurance Institute

www.btl.gov.il

National Information Line

*6050/(04) 8812345

District Offices

31 Rehov Shazar

[Beer Sheva](#) 84896

8 Rehov HaPalyam

[Haifa](#) 33095

4 Rehov Shimon Ben Shetach

[Jerusalem](#) 94147

17 Rehov Yitzhak Sadeh

[Tel Aviv](#) 67775

Dial your local authority information line or see the Ministry website for information on offices in your location.

The Ministry of Senior Citizens' Affairs

www.gimlaim.gov.il

infovatikim@pmo.gov.il

P.O.B. 889

Givatayim

Hotline *8840

Fax: (03) 6442572



Address

Tel/Fax

The Customs Authority

www.mof.gov.il/custom

Ben Gurion Airport Customs (03) 9751111
House
Lod

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

66 Rehov Kanfei Nesharim (02) 6545555
Jerusalem

125 Derech Begin (03) 7633333
Tel Aviv/Jaffa

3 Rehov Sha'ar HaNamal (04) 8672706
Haifa

Eilat Port (08) 6383888
P.O.B. 131

Dial your local authority information line or see the Customs Authority website for information on offices in your location.

National Employment Service

www.taasuka.gov.il

Public Service and Information Line 1-700-70-40-21



| Address | Tel/Fax |
|---|--------------|
| Central Bus Station 224 Rehov Yaffo Jerusalem | (02) 5013111 |
| 125 Derech Begin Tel Aviv | (03) 7634111 |
| 60 Rehov Shivat Tzion Haifa | (04) 8303300 |
| 4 Rehov HaTikva Beer Sheva | (08) 6264164 |

Employment Guidance Centers for New Olim

| | |
|--|--------------|
| 116 Derech Begin Beit Kalka Tel Aviv | (03) 5614546 |
| 25 Rehov HaMosachim Haifa | (04) 8723802 |
| 11 Rehov HaTzvi Jerusalem | (02) 5371186 |
| 7 Rehov HaMeshucharim Michelet Atid Beer Sheva | (08) 6659592 |
| 3 Rehov Netiv HaAvot Cfar Sava | (09) 7482326 |



Address

Tel/Fax

9 Rehov HaRishonim

(08) 8524015

[Ashdod](#)

Business Information Center

infobiz@014.net.il

1-700-70-20-71

Fax: (03) 9674094

MATI National Information Line

www.asakim.org.il

1-700-700-605

Israel Broadcasting Authority

www.iba.org.il

gvia@iba.org.il

Television Licensing Fees

(02) 5015555

16 Rehov Shamai

P.O.B. 849

[Jerusalem](#)

9 Rehov HaMasgar

[Tel Aviv](#)

7 Rehov Ben Tzvi

[Beer Sheva](#)

28 Rehov HaNevi'im

[Haifa](#)

Dial your local authority information line or see the Israel Broadcast Authority website for information on offices in your location.



Address

Tel/Fax

Income Tax Authority

www.mof.gov.il

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

66 Rehov Kanfei Nesharim (02) 6542222

[Jerusalem](#)

125 Sderot Begin (03) 7633333

[Tel Aviv](#)

15 Sderot HaPalyam (04) 8630400

[Haifa](#)

Beit Oshira (08) 6293555

1 Rehov Shazar

[Beer Sheva](#)

The Ministry of Education

www.education.gov.il

info@education.gov.il

Public Information Line

(Information and Public Inquiries) 1-800-250-025

[Ministry of Education Open Line for Students on Issues of Violence in the School](#) 1204

[Ministry of Education Open Line for Students — information on students' rights, reporting accidents, violence or unfair treatment](#) 1-800-222003

[Inquiries and Information](#) Fax: (02) 5602390



Bureau for the Evaluation of Foreign Academic Degrees and Diplomas

Ministry of Education

education.gov.il/EducationCMS/Units/KishreiChutz/HaharachatTeharimAcademyim/GuidelinesEvaluation.htm

2 Rehov Devorah (02) 5602853

[Jerusalem](#)

15 Rehov HaPalyam (04) 8632566

[Haifa](#)

4 Rehov HaTikva (08) 6263255

[Beer Sheva](#)

Ministry of Education Unit for Absorption of Immigrant Teachers

22 Rehov Kanfei Nesharim (02) 5604750

Givat Shaul

[Jerusalem](#) 95104

2 Rehov HaShlosha (03) 6896573

Yad Eliyahu

[Tel Aviv](#) 61092

15 Rehov Palyam (04) 8632666

Kiryat HaMemshela

[Haifa](#)

Kiryat HaMemshela (04) 6500111

[Nazareth Illit](#)



Address

Tel/Fax

4 Rehov HaTikva

(08) 6263333

Beer Sheva

Ministry of Social Affairs

www.molsa.gov.il/MisradHarevacha/HomePageMenu/CommunityInfo/SocialWorkersRegistration

Registrar of Social Workers

(02) 6708336

10 Rehov Yad Harutzim

Jerusalem 93420

The Israel Auditors Council

www.justice.gov.il

22 Rehov Beit HaDfus

(02) 6549333/Ext. 4

P.O.B. 34357

Fax: (02) 6467937

Jerusalem 91342

Unit for Registration of Engineers and Architects

(HaYechida LeRishum HaMehandesim VeHaAdrichalim)

aeai@netvision.net.il

86 Derech Menachem Begin

(03) 6662540

POB 36049

Tel Aviv

Unit for Electricity and Electronics – The Ministry of Trade, Industry and Labor

www.tamas.gov.il

lfat.Aroch@moital.gov.il

8 Rehov HaMelech David

(02) 6662032/30

Jerusalem 94101

Registration and licensing for electricians.



Address

Tel/Fax

The Ministry of Health

www.health.gov.il

2 Rehov Ben Tabai
Jerusalem 93591

Department of Medical Professions (02) 6705820

Nursing Division (02) 6705802

Secretariat, Council of Psychologists

psy.divi@mky.health.gov.il

5 Rehov HaRabbi MiBachrach (03) 5151166
Tel Aviv/Yaffo 66849 Fax: (03) 5151180

Veterinary Services Unit – Ministry of Agriculture

www.moag.gov.il

P.O.B. 12 (03) 9481555
Beit Dagan

Central Committee of the Israel Bar

www.israelbar.org.il

1 Rehov Chopin (02) 5660271
Jerusalem 92190

www.israelbar.org.il

vaadmerkazi@israelbar.org.il



I.D.F. Induction Centers

www.aka.idf.il

Selected list only

National Meitav (Induction) Information Line *3529/(03) 7388888/6666

103 Rehov Rashi

Jerusalem

Tel HaShomer

(main induction center)

18 Rehov Omar Al Kayam

P.O.B. 22210

Haifa

22 Rehov Yad VaShem

Beer Sheva

Rehov Alchadif

Tiberias

Note that induction centers may also be located in other cities. Call your municipal information line 105/6/7 for information.

The Public Ombudsman of the State Comptroller's Office

www.mevaker.gov.il

mevaker@mevaker.gov.il

12 Rehov Omar El Kayam

(04) 8604444

P.O.B. 4394 Hadar Hacarmel

Fax: (04) 8604446

Haifa



| Address | Tel/Fax |
|---|-----------------------------------|
| 12 Rehov Beit Hadfus P.O.B. 669 Givat Shaul Jerusalem | (02) 6665000 Fax: (02) 6665204 |
| 19 Rehov HaArba'a P.O.B. 7024 Tel Aviv 61070 | (03) 6844000 Fax: (03) 6851512 |
| 8b Rehov Henrietta Szold Beer Sheva | (08) 6232777 Fax: (03) 6851512 |

Authority for Consumer Protection Ministry of Trade, Industry and Labor

www.tamas.gov.il

consumerprotection@moit.gov.il

Commissioner for Consumer Protection

5 Rehov Bank of Israel
Jerusalem

(02) 6662590
Fax: (02) 6662936

Israel Consumer Council

www.consumers.org.il

Tel Aviv (03) 6241034

Consumer Protection Authority Of the Histadrut

93 Rehov Arlozorov
Tel Aviv

(03) 6921235

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
Beit Noam
[Beer Sheva](#)

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

Taldor

Information Line

054-4002040/(03) 929 8587

Marmamet

Information Line

1-599-50-20-30



Citizens Advice Bureaus — "Shil"

www.shil.info

shil@molsa.gov.il

National Information Line

1-800-506-060

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 92227

Fax: (02) 5661186

76 Rehov Ibn Gvirol

(03) 6965244/65/6/7

POB 16266

Fax: (03) 6967049

Tel Aviv 61162

28 Rehov Shmuel HaNatziv

(09) 8330950

Netanya 42281

Fax: (09) 8629183

Matnas "Yud Aleph"

(08) 6434461

Rehov Mordechai Namir

Beer Sheva 84483

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

www.ujia.org.il

76 Rehov Ibn Gvirol

(03) 6965244/65/6/7

POB 16266

Fax: (03) 6967049

Tel Aviv 61162

E-mail: Israel@UJIA.org.il



| Address | Tel/Fax |
|---|-----------------------------------|
| 37 Rehov Pierre Koenig Jerusalem 92227 E-mail: ronen@ujia.org.il | (02) 5617151 Fax: (02) 5661186 |

South African Zionist Federation

www.telfed.org.il
telfed@inter.net.il

| | |
|--|-----------------------------------|
| Head Office 19/3 Rehov Schwartz First Floor Ra'ananna 43212 | (09) 7446110 Fax: (09) 7446112 |
|--|-----------------------------------|

| | |
|----------------------------------|-----------------------------------|
| 13 Rehov Ben Maimon Jerusalem | (02) 5634822 Fax: (02) 5663193 |
|----------------------------------|-----------------------------------|

ESRA — English Speaking Residents Association

| | |
|--|-----------------------------------|
| esra_her@trendline.co.il www.esra.org.il Herzliya | (09) 9508371 Fax: (09) 9565728 |
|--|-----------------------------------|



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 Immigrant Absorption, 15 Rehov Hillel, Jerusalem 94581. The publications will be mailed to you free of charge.

- Guide for the New Immigrant
- The Absorption Basket
- ConsumerFocus Magazine
- Employment
- Employment Guidance Centers
- Education
- First Steps
- Guarding Your Health in Israel
- A Guide to Services for the Disabled
- A Guide to Transportation in Israel
- A Guide to Ulpan Study
- Health Services in Israel
- Higher Education
- Housing
- The Life Cycle in Israel
- Military Service
- National Insurance Institute
- Retirees
- Accountants
- Artists, Writers, and Athletes
- Computer and Hi-Tech Professionals
- Engineers and Architects
- Lawyers
- Medical Professionals
- Nurses
- Psychologists
- Scientists and Researchers
- Social Workers
- Teachers
- Where to Turn
- Assistance to Victims of Enemy Actions
- Registering for a Health Fund
- Information for Olim Newspaper
- Shiluv Magazine

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 Immigrant Absorption 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 _____

3. Please rate the following areas from 1 to 5 (5 being the highest rating)

- | | | | | | |
|---|---|---|---|---|---|
| <input type="checkbox"/> Clarity of the Text | 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> Sufficiency of Details | 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> Design of the Brochure | 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> Usefulness of the Brochure | 1 | 2 | 3 | 4 | 5 |

We would appreciate the following information for statistical purposes:

Profession _____ Gender M F Age _____
Country of Origin _____ Year of Aliyah _____
Place of Residence _____ Date _____

Please send the completed questionnaire to the Ministry of Immigrant Absorption, Publications Department, English Section, 15 Rehov Hillel, Jerusalem, 94581, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Immigrant Absorption nearest you.

Thank you for your cooperation. Best wishes for an easy and successful absorption!







