

משרד העלייה והקליטה

Ministry of Aliyah and Integration



# Guide for the New Immigrant

מדריך לעולה | אנגלית

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Ministry of Aliyah and Integration



# Guide for the New Immigrant

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הודפס על ידי המדפיס הממשלתי

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

While this guidebook is essentially an introductory overview, it is backed by a series of more detailed booklets on topics including education, housing, military service, employment, health care, National Insurance, and ulpan study. See the order form at the back. More details are available on the Ministry of Aliyah and Integration website (in 5 languages), as well as other government websites. New immigrants can also consult with a personal absorption counselor at the Ministry of Aliyah and Integration

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

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

Your counselor guides you and your family through each stage, monitors the implementation of your rights, and is available for 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.

Prior to aliyah it is advisable to obtain as much relevant information as possible in order to enable a smooth and successful absorption



and realization of rights and benefits. It is useful to inquire about housing options (or accommodations on a kibbutz or kibbutz ulpan), children's educational options, military service, higher-education, employment, professional training and retraining, Customs concessions, health insurance, and income tax concessions.

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

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

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

This booklet presents the main information necessary for integration. For more details and in-depth information, visit the Ministry of Aliyah and Integration website (in 5 languages), other relevant government websites, and Ministry of Aliyah and Integration publications.

We wish you an easy and successful absorption.

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



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

**Note:** Persons who resided in Israel as temporary residents (A1) or with any other status for one or more years, either consecutively or cumulatively, should check their eligibility in advance for assistance and their period of eligibility. Consult with the Jewish Agency or Nefesh b'Nefesh for details.



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

### At Ben Gurion Airport

For persons who enter Israel with a new immigrant (*oleh hadash*) visa, the absorption process begins at the airport. Ministry of Aliyah and Integration staff should meet you and guide you through at passport control and escort you to the Ministry premises at the airport to begin initial procedures.

#### Have the following documents:

- Passports of all family members.
- New-immigrant visa stamped in your passport, or separate from it.
- Letter from your aliyah shaliach if you have made advance arrangements.
- Birth certificates of all family members. Note that when personal details in the birth certificate are different than those in the passport it is necessary to have an Apostille stamp on the birth certificate.
- Any documents that attest to family status: e.g., original divorce certificate if divorced, death certificate in the case of widow/ers. These documents must have an Apostille stamp.
- Documents that verify Jewish status in order to issue a *te'udat zehut* (ID certificate)
- Diplomas and degrees that verify education; children's school certificates and diplomas
- Decree of guardianship for children over 18 with special needs who require a guardian
- Any other document that can verify status and you believe is relevant

**What is an "Apostille stamp?"** An Apostille stamp is an authentication of public documents for use internationally according to the directives of the International Apostille Treaty. It is comparable to notarization for domestic purposes. New immigrants from countries that are party to the Apostille Treaty should have an Apostille stamp on all official documents. Nations that are party to the Treaty include Israel, the United States, South Africa, Australia and New Zealand, and the United Kingdom. Canada is not. New immigrants from Canada should have documents certified by the Deputy Minister of Foreign Affairs in Ottawa and then authenticated by the Consulate General of Israel in Toronto or Montreal, or the Israeli Embassy in Ottawa. Consult with Nefesh B'Nefesh or the Jewish Agency for more detailed information.

### **Documents You Will Receive at the Airport**

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

- ***Te'udat oleh* (new-immigrant certificate)** The *te'udat oleh* is a document issued to an individual or a family. It is used to list all forms of assistance and benefits received during the absorption process. It contains a photo of the new immigrant or each spouse, and lists all children up to age 21 that make aliyah together with the family. Children over the age of 21, as well as children ages 18-21 who are married/divorced/widowed receive their own *te'udat oleh*. You must present your *te'udat oleh* whenever you claim any form of Ministry of Aliyah and Integration assistance. You will also need it any time that you claim assistance and benefits from the banks, the Customs Authority, the National Insurance Institute, and other Government bodies, as well as when registering at a health fund.

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



- **Te'udat zehut** – In most cases, persons who arrive at the airport with new-immigrant status can receive a temporary *te'udat zehut* (ID card) from a representative of the Ministry of Aliyah and Integration who is authorized by the Immigration and Population Authority. This *te'udat zehut* is valid for 3 months.

A new immigrant who for some reason does not receive a temporary *te'udat zehut* receives authorization of registration in the Population Registry (*sefach rishum uchlusin*) to use in order to apply for a permanent *te'udat zehut* at a branch office of the Immigration and Population Authority.

The permanent *te'udat zehut* is a biometric document.

**Note:** Issuance of a *te'udat zehut* at the airport is a fairly new service, and could be subject to changes. For updates, see the Ministry of Aliyah and Integration website.

- **Authorization of registration in the Population Registry (*sefach rishum uchlusin*)** – for new immigrants who do not receive a *te'udat zehut* at the airport. This document includes an ID number and personal information, and serves as verification of Israeli citizenship for the purpose of applying for a permanent *te'udat zehut* from the Population and Immigration Authority. When requesting assistance or services from various institutions, it is usually necessary to present this document.
- **Form for Opening a Bank Account** – This form must be completed by the bank clerk and submitted to the personal absorption counselor at the Ministry of Aliyah and Integration during the first meeting at a branch or district office

It is mandatory to open a bank account and make a cash deposit of as little as one shekel (in order to activate the account) in order to receive the Absorption Basket and any other financial assistance from the Ministry of Aliyah and Integration. For more details, see the section entitled "Financial Assistance."

- **Health Insurance** – a form entitling you to six months of free health insurance. Registration for one of the health funds is at



the airport or Post Office branch, or through the website of the National Insurance Institute.

- **Absorption Basket** - new immigrants who are eligible for the Absorption Basket receive the first payment as a cash advance at the airport. The Absorption Basket is financial assistance for daily needs during the first 6 months in Israel.
- **SIM card** with a call package for Israel

### **Additional Services Available to New Immigrants at Ministry of Aliyah and Integration Facilities at the Airport Include:**

- A room for mothers - to care for babies, for nursing and changing diapers
- A nurse for persons with disabilities who need assistance or who have health restrictions
- A telephone for no-cost calls within Israel in order to notify relatives of arrival
- Light refreshments

At the conclusion of registration and receipt of documents you can collect your luggage together with a Ministry representative, go through the Customs inspection, and depart to your place of residence.

- **In most cases, new immigrants are eligible for a voucher covering transportation from the airport to their destination in Israel.** Persons with numerous pieces of luggage can hire a porter from the terminal building to the taxi. Be sure to check that the porter's fee includes loading the luggage into the taxi. The porter's fee is not covered by the voucher. Immigrants whose destination is Eilat and environs, and who require air transport, must notify the Ministry at least two weeks in advance of their aliyah.

### **Individuals Who Receive Authorization from the Ministry of Aliyah and Integration as Immigrant Citizens**

Immigrant citizens are absorbed as new immigrants, however in some instances it is not possible to absorb immigrant citizens at



the airport because of technical limitations. In such a situation the absorption process takes place at the nearest office of the Ministry of Aliyah and Integration following arrangement of status with the Immigration and Population Authority. Immigrant citizens in these circumstances are nevertheless entitled to free transport from the airport.

### **Individuals Who Receive Authorization from the Ministry of Aliyah and Integration as Returning Minors**

The absorption process for returning minors takes place at the nearest office of the Ministry of Aliyah and Integration. It is recommended to apply for a *te'udat zehut* from the Immigration and Population Authority at the same time. Returning minors are entitled to free transport from the airport.

### **The First Days in Israel**

Throughout the first few days and weeks in the country there are many necessary activities.

### **Meeting with a Personal Absorption Counselor**

During the first stage it is recommended to meet with a personal absorption counselor at the Ministry of Aliyah and Integration in order to verify personal details, receive information about financial assistance, and advice about the following:

- Registration for health insurance and a health fund (for persons who did not register at the airport)
- Renting an apartment
- Registration for Hebrew ulpan
- Registering children for day-care, kindergarten, and school
- Applying to the National Insurance Institute and other bodies as needed
- Evaluating foreign degrees and diplomas at the Ministry of Education
- Information about professional licensing
- Applying to the Student Authority for eligible students



**Note:** Bring bank-account details and verification of a shekel deposit to the first meeting with the personal absorption counselor in order to facilitate financial assistance from the Ministry of Aliyah and Integration. Remember also to bring your *te'udat oleh* to every meeting with a personal absorption counselor.

At the back of this booklet is a Check List for your convenience, as well as pages for jotting addresses and telephone numbers and other notes and information.

More information about initial first steps is also available from the various English-speaking immigrant associations. In most cases, it is necessary to make an appointment in advance. See Useful Addresses for details.

### Community Absorption Counselors

It is important to receive information from the personal absorption counselor about absorption counselors (*proyecterim*) employed by the municipal authorities who work in the community and offer services in a wide range of important areas, including social welfare, choosing a school, finding a place to live, financial aid, translating documents, and more.

### Opening a Bank Account

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

- *Te'udat oleh* (immigrant certificate).
- Power of attorney if one spouse is unable to be at the bank
- *Te'udat zehut* (identity card) or authorization of registration in the Population Registry received at the airport.



- Many banks require the income-tax file number from overseas: in the US- SSN, in Russia-INN, in the rest of the world- TIN (tax identification number).

**Note:** Levels of assistance are usually according to family status. Married couples must open a joint bank account in order to receive assistance for families. In order to open a joint account, both spouses must go to a bank together and present the documents listed above.

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

### Registration for Health Insurance and in a Health Fund

Every citizen of Israel is insured for health coverage under the provisions of the National Health Insurance Law. Registration in one of the health funds is a condition for receiving health services. Failure to register in a health fund is liable to cause unnecessary delays in receiving treatment as well as financial expenditures for care.

New immigrants are enabled to choose a health fund at the Ministry of Aliyah and Integration facility at Ben Gurion airport. Immigrants who do not choose a fund at the airport can do so at a Post Office branch office for a fee, or within 90 days from their date of receipt of status on the National Insurance Institute website at no charge. Following registration, it is then necessary to visit the health fund in order to complete the procedure. Note that persons who do not register within 90 days must then do so at a branch office of the National Insurance Institute.

#### Required documents:

- *Te'udat oleh*
- Referral to health fund
- *Te'udat zehut* or authorization of registry in the Population Registry



New immigrants receive 6 months of health services at no charge on condition that they study in an ulpan and are not employed. New immigrants who are not employed during the second half of their first year following aliyah and who receive assured income from the Ministry of Aliyah and Integration can be eligible for an exemption from health insurance fees. To receive the exemption, apply to the National Insurance Institute. For more information, see the section entitled "Health Services."

**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 when you need it. Failure to register with a health fund can result in unnecessary problems and difficulties in receiving medical care.

## Housing Options for the Initial Absorption Period

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

### Rental Subsidies

Assistance towards rental expenses during the first 7 months following aliyah is included as part of the Absorption Basket.

Beginning from the 8<sup>th</sup> month of the first year through the fifth year following aliyah, the Ministry of Housing and Construction provides housing assistance. Amounts are according to family size. In most cases, a single-parent family can receive housing assistance through the 6<sup>th</sup> year. The housing assistance is deposited directly into the recipient's bank account. Consult with a personal absorption counselor for details. Once the 8<sup>th</sup> month following aliyah year begins, it is recommended to verify that you receive a rental subsidy into your account. If you do not, consult with a personal absorption counselor.



If there are any changes in your family status, or receipt of subsidies or allowances from the National Insurance Institute, bring the relevant documents to the housing assistance company through which the Ministry disburses the assistance- Amidar, Milgam, or M.A.G.A.R. - in order to determine whether this affects eligibility for rental subsidies. See Useful Addresses.

### Eligibility for Increased Rental Subsidies

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

### Absorption Centers

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

During residence at an Absorption Center adults study Hebrew at an ulpan while the children attend school.

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

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

You can obtain more information about absorption centers from a Jewish Agency shaliach or the Global Center. See Useful Addresses.

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



## Registering for Hebrew Ulpan Study

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

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

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

## The Voucher Program

In addition to the regular Hebrew-ulpan study track, the Ministry of Aliyah and Integration also operates the Voucher program for Hebrew study. The program provides assistance towards Hebrew study in private frameworks. Conditions of the program change from time to time. Updated details are available from a personal absorption counselor.

Note that vouchers are distributed in accordance with budgetary availability.

## Living Subsidy During Ulpan Study

A living subsidy during the period of ulpan study is included within the Absorption Basket. An individual who does not complete ulpan study by the 5<sup>th</sup> month of the Absorption Basket period (for example, must wait for an ulpan to commence or has another justified reason) can be eligible to receive assured income for 2 additional months. Consult with the Ministry of Aliyah and Integration for details.

## Exemption from Tuition

New immigrants can be eligible for a one-time exemption from tuition for Hebrew studies. Following the conclusion of



ulpan, immigrants can choose to continue their studies in other frameworks. Information is available from personal absorption counselors, as well as the brochure entitled "Guide to Ulpan Study," available from the Publications Department. See the order form at the back.

## Transportation Expenses

New immigrants who receive the Absorption Basket receive transportation expenses for ulpan within the basket. Persons who do not receive the Absorption Basket can be eligible for participation in the costs of transportation if the ulpan is outside of their community and there is no ulpan nearby. Students in ulpan programs that take place within local authorities may be eligible for transport from nearby communities.

## Registering Children in School

### The "Compulsory Education Law"

The "Compulsory Education Law" (1949) requires all children to be in an educational framework (kindergarten or school) from ages 3-17. The State provides free education to children from ages 3-4, who are in public pre-kindergartens, as well as to children in official kindergartens, primary, and high schools. For details, contact the Ministry of Education Information Center: 1-800-250-025.

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

<b>Institution</b>	<b>Age</b>
Infant and Toddler Day-Care Center ( <i>pe'uton, mishpachton, maon yom</i> )	3 months to 3 years
Pre-Compulsory Kindergarten ( <i>Gan Trom-Chova</i> or <i>Gan Kedam Chova</i> ) Private, municipal, or through the regional council	3-4 years



<b>Institution</b>	<b>Age</b>
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 for day care is first through the facility and then through the Ministry of Labor, Social Affairs and Social Services.

Registration of children in primary school and kindergarten generally takes place at the office of the Department of Education (*Machleket HaChinuch*) of the local authority. In some communities it is possible to register online. Visit [www.cityedu.co.il](http://www.cityedu.co.il) for registration and information. Registration for high school is through the school.

The following documents are necessary:

- *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 children attended previously.

It is recommended to contact the Department of Education of the local municipal authority in order to ascertain if there are additional necessary documents. In most locations, the number of the local municipal information line (*moked ironi*) is 106/7.



Note that registration of children in kindergartens and primary school is according to district. Parents who have not yet received a permanent *te'udat zehut* with their address listed may have to present a copy of their rental contract.

Other additional documents may be requested.

### **Registration for Day Care**

Registration for day care usually takes place in March-April. Check with the "*Agaf Moanot Yom VeMishpachtonim*" of the Ministry of Labor, Social Affairs, and Social Services (<http://employment.molsa.gov.il/meonot-yom>) for updates, as well as with the organizations that operate the facilities (in most cases, women's groups, the local municipality or community center

### **Ordering a Permanent Identity Card at the Population and Immigration Authority**

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

As detailed above, most new immigrants receive a temporary *te'udat zehut* at the airport that is valid for 3 months. Persons who do not receive a temporary *te'udat zehut* receive an authorization of registry in the Population Registry for use in order to apply for a permanent *te'udat zehut*.

**In order to request a permanent *te'udat zehut*, bring the following items to a local office of the Population and Immigration Authority:**

- Temporary *te'udat zehut* or authorization of registration in the Population Registry.
- *Te'udat oleh*.
- Birth certificate with Apostille stamp.
- Documentation of marital status (marriage certificate, authorization of divorce, death certificate of spouse etc.) with Apostille stamp and Passports of all family members.
- In some cases, applicants may be asked to present a rental contract.



It may also be necessary to supply proof of being Jewish, such as parents' marriage certificate, a letter from a local rabbi, etc. Additional details are available from at a local branch office of the Population and Immigration Authority. See Useful Addresses.

### **Biometric Documentation**

Israel currently issues biometric forms of documents only. There are 2 types of biometric documents; *te'udat zehut* and passports/transit permits (*te'udat ma'avar*).

In order to receive a passport, apply to an office of the Immigration and Population Authority. It is usually necessary to make an appointment in advance. See the website in order to make an appointment: [https://www.gov.il/he/departments/population\\_and\\_immigration\\_authority](https://www.gov.il/he/departments/population_and_immigration_authority) Complete the application form available for download on the website, and pay the processing fee. During the appointment at the Immigration and Population Authority applicants must bring a temporary or permanent *te'udat zehut*. The passport is sent by mail.

### **National Insurance Benefits**

Families with children under the age of 18 are in most cases eligible for a child allowance for each child starting from the first month of aliyah. The National Insurance Institute transfers child allowances for eligible recipients directly to their bank account. For information about other forms of assistance (study grants, special old-age pensions, and more), see the section entitled "Social Services."

### **Converting a Driver's License**

New immigrants can convert their foreign driver's license within three years from aliyah; however, it is only permissible to drive on the overseas license for up to one year, on condition that the license holder is of the required age for owning the license.

New immigrants can receive a permanent Israeli driver's license upon presentation of a valid foreign driver's license at a Licensing Bureau. See the section entitled "Driver's Licenses" for details.



## Translation of Documents

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

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

## Recognition of Degrees and Diplomas Awarded Overseas

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

There are two methods for submitting degrees for evaluation:

1. By mail: photocopy all required documents (see the Bureau website: <http://cms.education.gov.il/EducationCMS/Units/KishreiChutz/HaharachatTeharimAcademyim/GuidelinesEvaluation.htm> for a list of required documents). An attorney must verify each copy as faithful to the original "*ne'eman lemakor*". The verification must include the attorney's full name and license number. It is also necessary to fill out a request form that is available for download from the Ministry website. Send the form and the documents to:  
The Ministry of Education  
The Bureau for Evaluation of Foreign Academic Degrees and Diplomas  
22 Rehov Kanfei Nesharim, Jerusalem, 9546434.

Each academic document must be from the university itself and not from an extension.

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



2. In person: Apply in person at the nearest Ministry of Education district office and supply all of the necessary documents (originals and photocopies), as well as the request form that is available for download on the Ministry website.

Note that preference is given to applications by mail. For more information about necessary procedures and documents, visit the Bureau website <http://cms.education.gov.il/EducationCMS/Units/KishreiChutz/HaharachatTeharimAcademyim/GuidelinesEvaluation>

### **Regulated Professions**

Information for regulated professions about licensing procedures in order to practice in Israel is in the section entitled "Employment." See also [https://www.gov.il/en/Departments/faq/regulated\\_professions](https://www.gov.il/en/Departments/faq/regulated_professions)

### **Assistance to Students in Higher Education**

Information about higher education is available in the section entitled "Assistance to Students," from the Student Authority. See also [https://www.gov.il/en/departments/topics/student\\_authority](https://www.gov.il/en/departments/topics/student_authority)

### **Additional Information**

Additional information about areas of absorption is available from various booklets of the Publications Department (see the order form at the back of this guide).

Immigrants can also consult with absorption coordinators at local community centers (Matnas) in order to receive information about additional forms assistance, financial benefits, community frameworks, and more. Community centers can provide details about local services, such as day care, tutoring for students, social activities for immigrants, clubs for the elderly, special activities for holidays, and more.

Information is also available from immigrant organizations.



During the initial period following aliyah, immigrants receive financial assistance from the Ministry of Aliyah and Integration, as well as the National Insurance Institute, the Ministry of Construction and Housing, and others, according to eligibility. The assistance is direct in the form of grants such as the Absorption Basket, and indirect, such as various concessions and discounts.

The main assistance to new immigrants is from the Ministry of Aliyah and Integration during the first year following aliyah, and is meant to provide a means of subsistence during the initial period of residence in the country during ulpan study and vocational courses to facilitate successful integration in employment. When vocational integration is delayed beyond the first year, eligible immigrants can apply for unemployment compensation or assured income from the National Insurance Institute.

### **Financial Assistance during Initial Absorption**

During the initial months following aliyah, while adjusting to a new life in a new home, assistance can be available in a number of areas:

- The Absorption Basket
- Child Allowances
- Special old-age pension for persons with no other form of income
- Assured income/unemployment compensation (following the period of the Absorption Basket)
- Living subsidy for persons unable to work
- Income supplements for persons with a low income
- Discounts of up to 90% on property tax for one year during the first 2 years following aliyah (in accordance with regulations of the municipality and depending upon apartment size). Returning minors are not eligible for this discount

Rental assistance is transferred directly into a new immigrant's bank account by the Ministry of Construction and Housing from the 8<sup>th</sup> month following aliyah.

## The Absorption Basket

The Absorption Basket (*sal klita*) is financial assistance to aid new immigrants with initial arrangements in Israel during the period of ulpan studies (6 months). Immigrants from all countries can be eligible for the Absorption Basket.

### Conditions for Receiving the Absorption Basket

- First entrance into the country with a new-immigrant visa, or recognition by the Ministry of Aliyah and Integration as an immigrant citizen or returning minor in accordance with regulations.
- A new immigrant/immigrant citizen who resides in Israel for up to 24 months either consecutively or cumulatively during the 3 years prior to receipt of new-immigrant status or eligibility as a new immigrant, with the exception of individuals who convert during this period, who are permitted to reside in Israel up to 30 months either consecutively or cumulatively during the 3 years prior to receipt of new-immigrant status or eligibility as a new immigrant.

The period of eligibility for the Absorption Basket is within one year following receipt of new-immigrant status or eligibility as a new immigrant.

### Receiving the Absorption Basket

- A portion of the first installment of the Absorption Basket is upon arrival at the airport in order to facilitate initial arrangements. The second portion is a bank transfer, which the Ministry of Aliyah and Integration deposits into the new immigrant's bank account. It is necessary to open a bank account as soon as possible in order to receive this assistance.
- Persons who obtain new-immigrant status in Israel (and who arrange their eligibility through the Ministry of Aliyah and Integration) receive the first payment in its entirety into their bank account.
- The Ministry of Aliyah and Integration transfers the remainder of the Absorption Basket into the recipient's bank account in 6 monthly payments.



In order to receive Absorption Basket payments it is necessary to open a bank account (it is not possible to transfer funds into the account of an individual who has a "tourist" account). New immigrants may open an account at the bank of their choice. It is recommended to do so as soon as possible during the first days following aliyah. Note that the account must be a joint account for a couple, and requires a deposit of at least one shekel in order to become active and in order for the Ministry to transfer Absorption Basket payments. Both members of the couple must be present when opening the account and at the Ministry of Aliyah and Integration office, where they provide the Ministry with verification of the account and the account details.

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**Note:** It is not recommended to change bank accounts during the first few years following aliyah. If you must do so, be sure to update the Ministry of Aliyah and Integration.

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In case of any complications receiving the Absorption Basket, consult with the nearest office of the Ministry of Aliyah and Integration.

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**Note:** For detailed information about the Absorption Basket consult a branch office of the Ministry of Aliyah and Integration, and the booklet entitled "The Absorption Basket" available from the Publications Department. See the order form at the back of this booklet. Information is also on the Ministry website: [www.klita.gov.il](http://www.klita.gov.il).

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Following the period of Absorption Basket payments, until the end of the first year following aliyah, new immigrants may be eligible for assured income payments or a subsistence allowance as detailed below.



## Assured Income/Subsistence Allowance

New immigrants may be eligible for assured income according to specific criteria. Assured income is not paid during the period of the Absorption Basket.

### Eligibility for Assured Income

- New immigrants studying in Hebrew ulpan
- New immigrants within the first year following aliyah studying in vocational courses recognized by the Ministry

**Note:** New immigrants in courses that are more than 24 hours per week may be eligible for assured income during the second year following aliyah.

- New immigrants within their first year following aliyah who are seeking employment or who are not employed
- Employed new immigrants who earn less than a certain income can be eligible for an income supplement in accordance with Ministry regulations
- Returning residents can be eligible for 3 months out of the first 12 months from the date of return to Israel
- An unemployed new immigrant who is classified as "seeking employment" can receive assured income on condition that they report to the Ministry of Aliyah and Integration according to an individualized plan. Students in post-high-school education are not eligible for assured income. Consult with the Student Authority for details about assistance to students in higher education

### Conditions of Assistance

Assured income is according to the number of family members listed in the *te'udat oleh* including children up to age 18. It is on a family basis, and depends upon the income level of both spouses. A family in which both spouses are unemployed, or one is unemployed and the other participating in a vocational course, can receive assistance as a family unit.



The maximum period of assistance (with the exception of assured income for participants in vocational courses) is until the end of the first year following aliyah.

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**Note:** A new immigrant who has a baby during the first year following aliyah should consult with a personal absorption counselor about benefits to new mothers.

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### **Assured Income from the Second Year**

At the conclusion of the first year following aliyah, it is necessary to file a claim with the National Insurance Institute for assured income according to National Insurance regulations. See the section entitled “National Insurance.” Details are also available from the National Insurance Institute website: [www.btl.gov.il](http://www.btl.gov.il).

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**Note:** Assured income assistance is on a family basis, and is according to the total family income.

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### **Assured Income for Persons who Cannot Work**

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



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

Type of Assistance	Form of Assistance	Duration of Assistance	Special Instructions
Financial assistance for initial absorption	Absorption Basket	½ year The Absorption Basket is in monthly installments	
Ulpan aleph for Hebrew study	A. tuition subsidy B. Transportation expenses	5 months, on a one-time basis	Ulpan students may also be eligible for assured income.
Assured Income	After conclusion of Absorption Basket payments during the first year following aliyah. New immigrants can be eligible for assured income from the Ministry of Aliyah and Integration according to specific conditions.	During the 1st year following aliyah	Ulpan students, job-seekers, students in vocational courses recognized by the Ministry of Aliyah and Integration.
Income Supplements	Following Absorption Basket payments, during the 1st year, new immigrants can be eligible for income supplements from the Ministry of Aliyah and Integration.	During the 1st year following aliyah.	New immigrants with low income, according to Ministry criteria.
Housing (in conjunction with the Ministry of Construction and Housing)	A. Rental subsidies B. Assurances to persons eligible for public housing C. Assistance for acquiring housing	Housing assistance is in the form of rental subsidies and public housing for eligible new immigrants beginning from the 8th month of the 1st year. Rental subsidies are from the Ministry of Housing and Construction. To check eligibility for housing assistance, consult a personal absorption counselor.	



<b>Type of Assistance</b>	<b>Form of Assistance</b>	<b>Duration of Assistance</b>	<b>Special Instructions</b>
Employment	Assistance for courses for licensing, training, and retraining	For the duration of the course (not including teachers (training	Up to 10 years from the date of aliyah
	Promotion of placement of immigrants in employment	Up to 12 months	Up to 10 years from the date of aliyah
	Athletes	Assistance is a one-time grant	To all new immigrants- 10 years from the date of aliyah. Immigrants from Ethiopia- up to 15 years. Returning residents- up to 2 years from the date of return
	Artists	Assistance is a one-time grant	To all new immigrants- 10 years from the date of aliyah. Immigrants from Ethiopia- up to 15 years. Returning residents- up to 2 years from the date of return
<b>Integration in Science</b>	Participation in the costs of employing a scientist	Up to 3 years	Up to 5 years from the date of aliyah (according to profession, status, and area)
	Scholarships for research students	Up to 3 years	New immigrants: up to 2 years from date of aliyah
<b>Entrepreneurs</b>	Professional guidance and loans	One-time only	Up to 10 years from the date of aliyah
<b>Social services</b>	A. Living subsidy for persons who cannot work	From the 7th month to the 12th month following aliyah	One year from the date of aliyah
	B. District Director's Fund	One-time only	Up to 5 years from the date of aliyah
<b>The Student Authority</b>	Tuition subsidies	According to Student Authority regulations	Up to 3 academic years



Type of Assistance	Form of Assistance	Duration of Assistance	Special Instructions
<b>Soldiers</b>	Grants for lone soldiers, for soldiers entitled to family payments, and for Ethiopian immigrant soldiers	For the duration of the period of service	New immigrant, immigrant citizen, returning minor recognized as a lone soldier or eligible for family payments: 5 years from the date of aliyah Immigrants from Ethiopia- 15 years from date of aliyah

Additional information about financial assistance is available from personal absorption coordinators at branch and district offices of the Ministry of Aliyah and Integration, and from the Ministry website: [www.klita.gov.il](http://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](http://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. Information is also on the Ministry website: [www.klita.gov.il](http://www.klita.gov.il).

**Note:** Remember that the information presented here is general information only. Personal details such as stays in Israel, changes in family status, etc. can cause differences in eligibility to what is described here. Before taking any action, consult with the Ministry of Aliyah and Integration and clarify the information relevant to you. **In case of any discrepancy between the information presented here and the rules and regulations, the rules and regulations will prevail.**



## Returning Residents

The State of Israel invests a great deal in order to assist all citizens residing abroad to return to the country and to promote their maximal integration. The Ministry of Aliyah and Integration provides a range of assistance and benefits in order to further re-integration in Israel. Assistance is provided to returning residents following residence overseas of at least 2 years, and is partially based according to the number of years of absence from the country.

The Ministry of Aliyah and Integration website contains detailed information about benefits to eligible returning residents, as well as a list of necessary step-by-step actions, starting from the moment of deciding to return through arrangements in Israel. View the website at: [https://www.gov.il/he/departments/topics/sfirst\\_steps\\_for\\_the\\_returning\\_resident](https://www.gov.il/he/departments/topics/sfirst_steps_for_the_returning_resident)

Potential returning residents can also contact the Ministry by e-mail through the website via the "Contact Us- Returning Residents" section. Further, information is available from the Ministry of Aliyah and Integration Telephone Information Center. For details, see Useful Addresses.

### Waiting Period for Health Insurance

Returning residents who reside overseas for at least 18 months and who do not pay National Health Insurance premiums for a minimum of 12 months, or who cease to be residents of Israel, are not eligible for health services for between 1-6 months upon return to Israel, according to the length of time abroad. The "waiting period" can be redeemed by a special payment to the National Insurance Institute. For details, visit the National Insurance Institute website, [www.btl.gov.il](http://www.btl.gov.il). Consult also the booklet entitled Health Services, available from the Publications Department. See the order form at the back of this guidebook.

### Israel Houses

The Ministry of Aliyah and Integration, together with Israeli embassies and consulates, operates 15 Israel houses overseas. The Israel Houses are a unique initiative for preserving contact with Israelis who reside abroad and provide them with a meeting place. Their main function is to offer advice and direction for persons who are interested in returning to Israel, and to supply personalized guidance for planning the return. At an Israel House it is possible to receive a range of information about the rights of returning residents, as well as assistance in completing the application form. For more information, visit [https://www.gov.il/en/departments/topics/returning\\_residents\\_israel\\_homes](https://www.gov.il/en/departments/topics/returning_residents_israel_homes).



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

Customs regulations are complicated and involve a large number of conditions. The following information is a general guide only. For exact and official information, consult with the nearest Customs Authority office. You can also visit the Customs Authority website: [taxes.gov.il/english/Pages/HomePageENG.aspx](https://taxes.gov.il/english/Pages/HomePageENG.aspx).

### 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 immigrant citizen must present an "immigrant citizen" certificate from the Ministry of Aliyah and Integration.
- **Returning minor** – A returning minor must present a "returning minor" certificate from the Ministry of Aliyah and Integration.
- **Permanent resident**
- **Returning resident**

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

Eligibility for Customs concessions is according to age and family status when entering Israel for the first time as listed in entry documents, or in other circumstances at the time of changing status to new immigrant (e.g., change of status from tourist to new immigrant).



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

- Import papers are in the new immigrant's name.
- Deposit Guarantee – The Customs Authority may stipulate the release of items in exchange for guarantees or cash.
- Items are for personal use – goods will be used in Israel for at least 6 years from the date of their acquisition/release, and 4 years for an automobile. It is forbidden to transfer the goods to any other person, either temporarily or permanently. Non-compliance with this clause is a violation of the Customs concession.

Proof that the items are used by the new immigrant may be required even when no guarantees are necessary.

- Maintenance of a household- in order to prove this condition, the new immigrant must present a contract for the rental or purchase of an apartment for at least one year.
- Items are in reasonable quantities – it is permissible to import up to 2 televisions and up to 2 computers per family. One each of other household appliances and electronics, as well as furniture are permissible.
- Goods must be personally released by the immigrant or by a Customs agent who is accorded official power of attorney.

## **Items Eligible for Customs Exemption**

### **A. Personal Belongings**

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

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



- Up to 200 cigarettes for each individual above the age of 18.
- Up to ¼ liter of perfume or cologne.

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

### **Clothing and Footwear**

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

### **Electric and Other Household Appliances**

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

The Customs Authority Guide defines household goods as items regularly used in a household, which may be in reasonable quantities. Immigrants may bring in 2 each of personal computers and televisions, and one each of major articles of furniture and appliances such as refrigerators. The exemption does not extend to equipment that is permanently installed, such as plumbing equipment, construction materials, flooring, etc.

### **Conditions for Receiving Customs Exemptions**

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

- Items arrive in Israel within three years of the date of aliyah.
- Items arrive in no more than three shipments in addition to the luggage brought upon entry into Israel. Items that are not eligible for an exemption must be brought through the "red lane," and declared to the Customs Authorities.
- As mentioned above, new immigrants may import 2 televisions



and 2 personal computers per family. One each of other electronic appliances and furniture may be imported.

- Items are for personal use of the new immigrant and that of their household. The immigrant will usually have to display a copy of an apartment rental or purchase contract.
- As a rule, Customs concessions are granted to immigrant adults, i.e., single or couple, age 18 and over at the time of aliyah, who maintain an independent household.
- An immigrant minor (below the age of 18 at the time of aliyah) may be eligible for exemptions on Customs on personal items that are necessary for use during the immediate period following aliyah.

**In the following instances, an immigrant minor can receive eligibility as an adult:**

- An immigrant who enters Israel at minimum age 17 and reports within one year for service in the IDF.
- A student who commences regular studies as a full-time student in an institution of higher education, is enrolled within 18 months of entry into Israel, and studies for at least two consecutive years.

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

### **Hand-Held Work Tools**

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

### **Equipment for Establishing an Enterprise**

In general, new immigrants who establish a business in Israel and work in the business may be exempt from import tax and licenses on machines, appliances, and tools for industry, crafts, or agriculture imported from any country, as well as equipment for certain types of businesses. The total value of the equipment, together with that of any imported work tools may not exceed US \$36,000, when this amount includes hand-held work tools whose



value is not greater than US \$1,600. A list of all required documents and conditions for exemptions is in the "Customs Guide for the New Immigrant," 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.

### **Motor Vehicles**

In most cases, new immigrants who have a driver's license from the last country of residence prior to entering Israel as a new immigrant, or hold an Israeli driver's license, are entitled to Customs concessions when importing a vehicle or purchasing a new one in Israel from an authorized dealer.

The rate of Customs is 75% of the cost of the vehicle on all types of passenger vehicles including motorcycles. A "green tax credit" may be deducted from the cost according to the pollution emission level of the vehicle.

### **Conditions of Eligibility**

1. The vehicle is a make and model authorized for import by the Ministry of Transportation (consult the Standards Division of the Ministry of Transportation). For permission to import an individual vehicle, apply to the Ministry through their website: [www.mot.gov.il](http://www.mot.gov.il).
2. The vehicle is imported to Israel no later than 3 years from the immigrant's date of entrance into Israel
3. The new immigrant has a valid license from their last country of residence prior to entrance into Israel
4. The new immigrant has a valid driver's license in Israel (Israeli or international). This condition does not apply during the first year following aliyah

### **Items That Require Special Permits.**

Before importing certain items, check the criteria for authorization/licensing with the relevant authority.



## The following items require special importation permits:

<b>Item</b>	<b>Authorizing Body</b>
• Raw Materials	Ministry of Economy and Industry
• Weapons	Ministry of the Interior
• Broadcasting Equipment	Ministry of Communications
• Animals (including domestic pets)	Ministry of Agriculture, Veterinary Service
• Plants or plant parts	Ministry of Agriculture
• Gas grills	The Standards Institute

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

## Prohibited Items

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

- Cordless telephones of 900 megahertz
- Fresh meat
- Gambling machines or games
- Drugs or items used to prepare drugs
- Forged or counterfeit documents or money
- Knives, with the exception of pocket knives or knives for professional use, crafts, business, household or other use.
- Firearms disguised as other items such as pens, or gun-like devices, or gas-operated, or similar such items.
- Explosives and flammable substances
- Pornographic materials
- Dangerous animals such as venomous snakes

## Period of Eligibility

<b>Items</b>	<b>Period of Concessions</b>
Personal items	Date of entry only
Clothing and footwear sent by mail	On date of entry, or 30 days prior, or up to 3 months following



Household goods, work tools, work appliances and machines	Up to 3 years from date of receipt of status
Vehicle	Up to 3 years from date of receipt of status

## Extending the Period of Eligibility

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

The period of regular, compulsory IDF service is not included in the period of eligibility, and an immigrant's unused period of eligibility prior to conscription continues upon conclusion of service. Students who commence study in institutions of higher education within 18 months of the date of aliyah are eligible under certain conditions to an extension of their period of eligibility. Check with the Customs Authority for more details. New immigrants who reside overseas on a continuous basis of more than 6 months may be able to have this period added onto their period of eligibility upon return to Israel. Consult with the Customs Authorities for details.

## Customs Concessions for Returning Residents

### Categories of Eligibility

- Residents of Israel who reside abroad for 2 or more years and who return permanently to Israel
- New immigrants for the second time, as defined by regulations of the Ministry of the Interior
- Other entrants whose status the Customs Authority determine is that of a returning resident regarding Customs

A returning resident is eligible for Customs concessions similar to those of a new immigrant, however there are some differences, such as the length of the period of eligibility. For details, see the Customs website: <https://www.gov.il/he/Departments/Guides/customs-guide-for-returning-residents>

For inquiries by mail: [mokedreshut@taxes.gov.il](mailto:mokedreshut@taxes.gov.il).



For general information about Customs, such as location, hours, etc. visit: [https://www.gov.il/he/departments/israel\\_tax\\_authority](https://www.gov.il/he/departments/israel_tax_authority)

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

For more information, visit the Customs Authority website: [www.taxes.gov.il](http://www.taxes.gov.il) or write to [yishi@customs.mof.gov.il](mailto:yishi@customs.mof.gov.il).

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

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

Regulations and procedures are subject to change. Check the validity of information with Nefesh B'Nefesh or an aliyah representative abroad, with your personal absorption counselor in Israel, and with the nearest Customs Authority office: [www.taxes.gov.il](http://www.taxes.gov.il). or [yishi@customs.mof.gov.il](mailto:yishi@customs.mof.gov.il).



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

### **Renting an Apartment**

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

### **Purchasing an Apartment**

Buyers 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 can be purchased from their former owners, with or without the assistance of agents, or from one of the construction companies. Apartments for sale can be found in the press, through agents, online, or at housing fairs in various locations.

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



## Government Housing Assistance

### A. Rental Assistance

#### Automatic Assistance According to Length of Residence

Housing assistance to new immigrants is from the Ministry of Construction and Housing and commences from the 8<sup>th</sup> month following aliyah. Assistance is not conditioned upon income, and is based upon family size, age, and length of residence in Israel. For more information, and to check eligibility for assistance, consult with a personal absorption counselor.

### B. Public Housing

Certain groups of new immigrants can be eligible for public housing. Public housing is essentially housing that is rented out by the government as a solution to persons unable to rent on the private market. The apartments are rented through the housing assistance companies (Amidar, Milgam, M.A.G.A.R.). The majority of public-housing apartments are in peripheral areas of the country i.e., the north and the south, and the number of apartments is limited. Applicants are assigned to a waiting list based on the date of aliyah. Rental fees for public housing vary according to location, apartment size and income.

Note that the waiting list for public housing is by district. This means that an applicant may not necessarily receive an apartment in their current city of residence, but in a community in which an apartment becomes available. The length of the waiting list can also vary between locations according to the date of aliyah.

#### Public housing apartments are for applicants who meet specific conditions:

- Elderly couples and elderly singles who receive old-age pensions with income supplements from the National Insurance Institute and who made aliyah following September, 1989.
- New immigrants with a disability, who are before retirement age and who receive a disability classification from the National Insurance Institute of 75%, and are in Israel for less than 15 years.



- Single-parent families that meet specific criteria.
- Families with many children that meet specific criteria.
- Families in which one member suffers from a chronic illness, or has a permanent disability of at least 75% certified by the National Insurance Institute.
- New immigrants of pre-retirement age, who are in Israel within up to 5 years of pension-age, and who made aliyah following September 1989.

It is necessary to pass a committee assessment. Eligibility is according to income level that is periodically determined by the Ministry.

[New-immigrant families that receive authorization of eligibility for public housing from the Ministry of Aliyah and Integration can receive rental assistance as follows:](#)

- A family, including a single-parent family with 3 or more children.
- A married couple with at least 2 children, in which one spouse has an ongoing disability of 75% inability to earn a living, and which receives an allowance as a family, and the total family income is no higher than a certain limit which is periodically updated.
- A married couple in which one spouse has a disability of 75% inability to earn a living, has at least 1 child, and that receives a 100% disability allowance from the National Insurance Institute, receives the allowance as a family, and the total family income is no higher than a certain limit which is periodically updated.
- A couple married for more than 5 years, without children, in which each spouse has a disability of 75% inability to earn a living.

### Period of Eligibility

The period of eligibility for public housing is 15 years from the date of aliyah. At the conclusion of the 15-year period, persons who meet eligibility criteria are transferred for services to the Ministry of Construction and Housing. However, the Ministry of Aliyah and



Integration continues to provide housing services and solutions to elderly new immigrants without any restrictions on the period of aliyah, according to the following criteria:

- They receive an old-age pension and income supplement from the National Insurance Institute or a disability allowance from the Ministry of Finance.
- They meet the definition of "elderly" on the date of application to the Ministry.
- They have a valid *te'udat zeka'ut* from the Ministry of Construction and Housing that certifies them as "without housing." The *te'udat zeka'ut* lists all family members that apply for housing assistance together and who are listed together in the same *te'udat oleh*.

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

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

In order to receive a *te'udat zeka'ut* apply to mortgage bank or one of the housing assistance companies (Amidar, Milgam, M.A.G.A.R.) and provide a *te'udat oleh*, *te'udat zehut*, marriage license when applicable, and verification of IDF service where applicable.

Consult with a personal absorption counselor for more information.



## Assistance for Purchasing an Apartment

### Mortgages

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

The word "*mashkanta*" describes a mortgage in which the object of purchase (the apartment) is held as collateral against repayment of the loan. The rights to the apartment (to sell, to bequeath it, etc.) can only be transferred with the bank's permission. It is possible to transfer the mortgage for the purchase of another apartment. See below.

There are 2 types of mortgage: a government mortgage and a supplemental loan from a mortgage bank.

**Government mortgage:** a government mortgage is for persons who meet the conditions of eligibility of the Ministry of Construction and Housing. The repayment period, interest, and linkage to the Consumer Price Index are determined by the government and the Ministry of Construction and Housing in accordance with the personal *te'udat zeka'ut* of the applicant. The government loan is disbursed through a mortgage bank.

Mortgages are calculated according to the "point system," which is comprised of two components: length of time in Israel and the size of the family.

**Supplementary loan:** a supplementary loan is from one of the mortgage banks from its own funds and according to the bank's own criteria. It is recommended to compare the loan conditions of different banks before borrowing from any specific bank.

### Eligibility for a Government Mortgage

The government provides mortgages to new immigrants who have a valid *te'udat zeka'ut* that certifies that they are without housing. New immigrants who serve in the IDF in regular compulsory service



or in National Service receive a supplement based on the number of months of service. New immigrants with a disability can also receive additional points according to the percentage and type of disability.

For information about the point system and about categories of eligibility for mortgage supplements, visit the Ministry of Aliyah and Integration website or the website of the Ministry of Construction and Housing, [https://www.gov.il/he/departments/ministry\\_of\\_construction\\_and\\_housing](https://www.gov.il/he/departments/ministry_of_construction_and_housing)

To check eligibility for a mortgage, consult one of the mortgage banks or a housing assistance company.

New immigrants have the option of purchasing an apartment together with immediate family members. Participants in the purchase can be eligible for 80% of the total mortgage according to their points. The amount of the mortgage is based on the collateral required by the bank and subject to the regulations of the Bank of Israel.

In some parts of the country considered areas of national preference 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. The majority of preferential locations are in the north and south of the country. For more information, consult with a mortgage bank.



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

**A number of basic steps are involved in vocational integration:**

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

### Hebrew Study

In order to integrate into most fields, new immigrants must reach a reasonable level of Hebrew. Not only do most professions require Hebrew proficiency as a condition of licensing and recognition, but it is also necessary to communicate 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.



Information about vocational ulpan is available from a personal absorption counselor.

There are also specific ulpan programs for regulated professions, including medical and para-medical professionals. They offer professional terminology and background preparation for preparatory courses for licensing exams.

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

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

### **Translating and Evaluating Documents**

In most cases, any professional and academic documents that are not in Hebrew or English must be translated and notarized. This includes professional licenses, diplomas and degrees, and other documents necessary for employment. Consult with a personal absorption counselor for more details.

Academic degrees and diplomas should be evaluated by the Bureau for Evaluation of Foreign Degrees and Diplomas of the Ministry of Education as detailed above in the chapter entitled "First Steps." It is most often necessary to have academic documents evaluated for employment in the public sector for purposes of salary and professional grade, and in order to apply for civil service positions.

### **Evaluations of Degrees and Diplomas Awarded Overseas**

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



possible following aliyah. See the section above entitled "First Steps" for details.

## **Personal Employment Plan**

During the initial absorption period, new immigrants can start to devise an employment plan together with a personal absorption counselor. They may do so even while still studying in ulpan. The plan is based on educational background, professional skills and experience, in accordance with the demands of the Israeli job market. Services include vocational advice, assistance in obtaining additional skills, and ongoing guidance until placement in employment. The personal absorption counselor also advises about eligibility for various forms of assistance including referrals to courses, preparatory courses for licensing exams, and more.

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

## **Licensing and Recognition Procedures**

Most professionals must undergo official licensing or recognition procedures, including exams, in order to practice in Israel, as determined by law. New immigrants who must take licensing exams can often participate in preparatory courses. Consult with the Ministry of Aliyah and Integration for information about courses and registration. The Ministry participates in organizing and financing preparatory courses for new immigrants. New immigrants within the period of eligibility are in many cases fully or partially exempt from tuition fees, and can receive a living stipend and transportation expenses during the period of study, in accordance with regulations. The Ministry also participates in the cost of notarizing translated documents and verifications required for completing the licensing process.

## **Medical Professionals**

All medical and most para-medical professionals must receive licensing from the Ministry of Health, including in most cases a licensing exam.

Medical professionals should apply to the nearest branch of the Ministry of Health. Submit by registered mail copies of all diplomas and documents verifying studies, internships, specialization, and



work experience, along with 2 passport photos. The Ministry then notifies the applicant of their eligibility to take the licensing exam or undergo a period of observation, according to years of seniority. Physicians who must take the licensing exam can participate in a preparatory exam that commences twice a year.

Dentists and pharmacists undergo a similar process. Other medical professionals that must receive a license or recognition from the Ministry of Health include:

- chiropractors
- clinical criminologists
- clinical geneticists
- dental hygienists and technicians
- hypnotists
- imaging technicians
- medical laboratory workers
- nutritionists
- occupational therapists
- opticians
- optometrists
- pharmacist's assistants
- physician's assistants
- podiatrists
- speech therapists

For more information, visit the Ministry of Health website:  
[www.health.gov.il/english/ministryunits/hr/proffesion/pages/default.aspx](http://www.health.gov.il/english/ministryunits/hr/proffesion/pages/default.aspx)  
or contact the Ministry of Health "Kol HaBriut" telephone line \*5400.

Consult also the booklet entitled, "Regulated Professions-Where to Apply" available from the Publications Department. See the order form at the back of this booklet.



**Psychologists** must apply for registration in the Psychologists' Register of the Ministry of Health. Submit an application and all required documents attesting to education and professional background. The Secretariat of the Council of Psychologists then determines whether to issue a license to practice and listing in the Psychologists Register according to the "Psychologists Law," or if further requirements are necessary. Before applying, it is advisable to check the Ministry of Health website for updated information (see above), or contact the Ministry of Health "Kol HaBriut" telephone line \*5400.

Consult also the booklet entitled, "Regulated Professions-Where to Apply" available from the Publications Department. See the order form at the back of this booklet.

**Nurses** must receive a license from the Nursing Division of the Ministry of Health.

For details, visit the Ministry website (see above).

Consult also the booklet entitled, "Regulated Professions-Where to Apply" available from the Publications Department. See the order form at the back of this booklet.

**Veterinarians** should contact the Ministry of Agriculture for details about the licensing exam and other requirements.

### **Other Professions that Require Licensing/Recognition for Practice in Israel**

Consult the relevant government body for information about procedures for the following professions. See also the booklet entitled "Regulated Professions- Where to Apply," available from the Publications Department. See the order form at the back of this guide.

- **Accountants** - consult the Israel Auditors Council
- **Commercial vehicle drivers, public transport drivers-** consult the Ministry of Transportation
- **Electricians-** Consult the Ministry of Labor, Social Affairs, and Social Services
- **Engineers and architects-**consult the Ministry of Labor, Social Affairs, and Social Services



- **Financial Advisors**, Pensions Marketing Agents, Insurance Agents - consult the Ministry of Finance
- **Investment consultants** - consult the Ministry of Finance
- **Lawyers** - consult the Israel Bar Association
- **Opticians** - consult the Ministry of Labor, Social Affairs, and Social Services
- **Private investigators** - consult the Ministry of Justice
- **Real-estate agents** - consult the Ministry of Justice
- **Social Workers** - Consult the Ministry of Labor, Social Affairs, and Social Services
- **Teachers** - consult the Ministry of Education
- **Tour guides** - consult the Ministry of Tourism

**Note:** This is a partial list only. Other professions may require licensing or registration procedures. Visit the website of the relevant government ministry for information.

## Lawyers

In order to practice law in Israel, new-immigrant lawyers must meet four requirements for admission to the Israel Bar Association: Recognition of legal credentials, Bar Examinations, period of articles (internship), and residency in Israel.

Visit the Israel Bar website for details: [www.israelbar.org.il](http://www.israelbar.org.il).

## Accountants

The licensing process for accountants is through the Israel Auditors Council, and includes exams and internship. For details, visit the Israel Auditors Council website: <http://www.justice.gov.il/Units/MoezetRoeiHasbon/Pages/default.aspx>

## Teachers

Immigrant teachers should contact the Ministry of Education in order to apply for recognition. The Ministry reviews applicants' credentials and directs the required steps on an individual basis,



such as retraining courses. It is necessary to submit degrees and diplomas to the Department of Evaluation of Overseas Diplomas as part of the process.

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

## Engineers and Architects

The following must obtain a professional license in Israel:

- Architects
- Chemical engineers
- Construction engineers
- Electrical engineers

Registration and licensing is through the Ministry of Labor, Social Affairs, and Social Services, and is conferred on the basis of educational background and professional experience. Note that it is possible to apply for registration in principle while still overseas prior to aliyah. Documents that are not in Hebrew or English must be translated and notarized. For details, see the booklet entitled "Regulated Professions- Where to Apply," available from the Publications Department. See the order form at the back of this guide. Consult also a personal absorption counselor for updated information, as well as the Division for Professional Training of the Ministry of Labor, Social Affairs, and Social Services. See Useful Addresses.

## Finding Work

New immigrants who have concluded ulpan study and have not yet begun to work should consult with a personal absorption counselor or employment counselor to receive referrals to job openings or courses in accordance with their personal vocational plan. New immigrants who have concluded the period of the Absorption Basket can also be eligible for assured income payments from the Ministry of Aliyah and Integration during the 1<sup>st</sup> year following aliyah while searching for employment or participating in a course.



There are a number of additional resources for finding work. They include:

- The Government Employment Service (from the second year in Israel)
- Online job-search sites and social media
- Placement agencies.
- Professional associations
- The immigrant associations
- Notices in the press

**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 While Seeking Employment

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

### Training and Retraining Courses

New immigrants who report to a personal absorption counselor and who have not found employment, or have a profession that is not in demand in Israel, may be eligible for retraining, refresher courses, and more. Note that participants pay some of the fees for courses while the Ministry covers the majority. For information, consult with a personal absorption counselor.



## Participation in Salary

In some cases, the Ministry of Aliyah and Integration may participate in an immigrant's salary (up to a specific amount) for a limited period. Assistance is to encourage the hiring of immigrants. It is directly to the employer, and is conditional upon the employer's commitment to continue employment at the conclusion of the period of assistance. For more information, consult with a personal absorption counselor.

## Artists and Writers

New-immigrant and returning-resident artists and writers who meet eligibility requirements can receive a variety of assistance from the Ministry of Aliyah and Integration following recognition by a professional evaluation committee of the Employment Division.

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

## The Center for Integration of Immigrant Artists

The Ministry of Aliyah and Integration operates the Center for Integration of Immigrant Artists in order to introduce new-immigrant artists to the job market in Israel, and to integrate them into employment in their artistic field. Consult with a personal absorption counselor for details.

## Assistance to Athletes

New immigrants and returning residents who are recognized as professional athletes by the Sports Authority of the Ministry of Culture and Sport can be eligible for a one-time grant for acquiring sports equipment or clothing, as well as vocational assistance.

## The Center for Integration in Science

New immigrants and returning residents who are engaged in research and development, and who meet the criteria for recognition as a scientist of the Center for Integration in Science may be eligible for assistance from the Center. The Center aids in employment by partially covering salaries, and works to promote integration in research and development in the academic and industrial sectors.



The Center can also provide guidance and advice to eligible new-immigrant and returning-resident scientists looking for appropriate employment.

Additionally, the Ministry of Aliyah and Integration awards scholarships to eligible research students (Ph.D.) through the Center. Scholarships are for new immigrants up to age 37 who are accepted as research students at a recognized Israeli university. Visit the Ministry website for details.

You can also consult the booklet entitled "The Center for Integration in Science" available from the Publications Department. See the order form at the back of this booklet. For more information about conditions of eligibility for assistance, visit the Center for Integration in Science website: [https://www.gov.il/he/departments/topics/absorption in science](https://www.gov.il/he/departments/topics/absorption%20in%20science)

### **Assistance to Entrepreneurs**

The Ministry of Aliyah and Integration assists eligible new-immigrant and returning-resident entrepreneurs through the Entrepreneurs Division, which operates programs to encourage entrepreneurship and assist those interested in starting an independent business and integrating into the Israeli business sector. The Division assists in establishing new businesses, promoting and reinforcing existing businesses, providing business advice and information on taxation, as well as offering loans at preferential terms.

Assistance is through Ma'alot- Business Centers for New Immigrants and Returning Residents. Ma'alot Centers are operated by the Ministry of Aliyah and Integration, and are located throughout the country. The Centers provide trained business consultants who conduct an initial assessment of new immigrants' business proposals. The consultants guide the entrepreneur from the concept stage to the establishment of the enterprise, help prepare a business plan, estimate the amount of initial capital needed to launch the business, calculate the degree of risk inherent in setting up the business, and mentors the new-immigrant entrepreneur.



More information is available from a personal absorption counselor at the Ministry of Aliyah and Integration.

For more information, see Useful Addresses.

New-immigrant and returning-resident entrepreneurs can also be eligible for enrichment seminars in order to acquire practical knowledge and tools for operating an independent business. The seminars are up to 3 hours and involve a fee of up to NIS 20 for each session. They are open to new immigrants in Israel for up to one half a years from their date of aliyah.

It is also possible to receive business advice through a cooperative website that the Ministry of Aliyah and Integration operates in conjunction with the Small Business Authority. The website is in Hebrew, English, Russian, Spanish, and French, and contains a variety of business profiles. Visit the website at: [www.2binIsrael.org.il](http://www.2binIsrael.org.il).

For more information about employment in Israel, registration and licensing for various professions, workers' rights and more, consult the booklet entitled, "Employment," available from the Publications Department. See the order form at the back of this guidebook.

## Taxes and Tax Concessions

In most cases, new immigrants and returning residents are eligible for income tax concessions according to regulation of the Ministry of Finance.

New immigrants can receive a concession on income tax in the form of credit points for 3.5 years following aliyah. Immigrants receive three credit points during the first 18 months, two points for the next 12 months, and one point during the last 12 months.

Each credit point is worth a specific monetary amount (that changes from time to time). In order to receive the tax credit, complete Form 101 and submit it to the employer before the conclusion of the fiscal year (before the end of December). Attach a copy of the *te'udat oleh*. Returning minors should verify their rights with the Income Tax Authority. See Useful Addresses.



## Tax Exemptions

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

## Acclimation Year

A "veteran" returning resident or new immigrant can be eligible for an "acclimation year," during which they are not considered a resident of Israel for Income Tax purposes. In order to benefit from an acclimation year, it is necessary to complete an online form (on the Tax Authority website) and submit it to the Ministry of Aliyah and Integration within 90 days from the date of arrival in Israel. For more details, consult the Tax Authority website: [www.taxes.gov.il](http://www.taxes.gov.il). For personal inquiries, contact: [taxes@mof.gov.il](mailto:taxes@mof.gov.il).



## Assistance to Immigrant Students in Higher Education

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

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

### Areas of assistance:

- Funding for a bachelor's/master's degree or diploma/engineering studies
- Guidance for choosing an appropriate field of study
- Preparation for academic studies in an ulpan, pre-academic preparatory courses (mechina), or special programs
- Support and academic counseling ( for example individual or group tutoring)
- A network of counselors and professionals that provide personal guidance and assistance
- Social/cultural activities
- Shahak- social-community service
- Pre-aliyah service – for students still overseas

### Conditions of eligibility:

- **Status** - new immigrant, child of immigrants, immigrant citizen, returning minor
- **Period of eligibility** - Assistance to new immigrants who commence studies within 36 months from the date of receipt of new-immigrant status or eligibility as a new immigrant (the period of regular compulsory IDF service or National Service is not included in the 36-month period) and conclude within 10 years from the date of aliyah.



- **Scope of assistance:** the Student Authority assists in funding studies according to the official number of academic years in the study track. Scholarships are at a government rate (tuition at a university recognized by official State institutions- The Council for Higher Education.)

### **Age at Commencement of Studies:**

- Mechina- up to age 23 for students who are obligated to study in a mechina (students must commence study before the age of 23)
- Bachelor's degree/degree studies/engineering studies - up to age 27 (students must commence studies before the age of 27)
- Master's degree, training studies, or a degree following a diploma- up to age 30

### **Academic requirements:**

- Matriculation certificate (*bagrut*) or certificate of completion of high school recognized overseas, or certificate of completion of a recognized mechina program in Israel
- Compliance with admission requirements of the chosen institution of higher education
- Study in an institution and study track recognized by the Student Authority
- Proper academic progression from year to year

Students must cover additional expenses such as registration fees, security fees, exam fees, student-organization fees, rent, and personal expenses. However, students may be able to apply for scholarships, subsidized housing and other forms of assistance for persons who meet eligibility requirements. For information, consult with a Student Authority advisor.

### **Hebrew Study and Preparatory Programs**

Before beginning higher-education studies, new-immigrant students can be eligible to learn Hebrew in special student ulpanim. The studies are for 5 months. Immigrants who plan to study in an institution of higher education are advised to participate in one of two preparatory programs for new immigrants:



## University Mechina

The majority of universities require completion of a new-immigrant mechina in order to apply for bachelor's-degree studies. This applies to students who have a recognized high-school completion certificate that is not equivalent to an Israeli matriculation certificate (*bagrut*). The majority of colleges and other academic institutions do not require a mechina as a condition of acceptance. Studies are for a full academic year.

The Student Authority provides assistance only to eligible students who are required to take a mechina.

## TAKA- Pre Academic Program

TAKA is for all students who are not obligated to take a new-immigrant mechina:

- Students who have a matriculation certificate/high-school completion certificate that is equivalent to an Israeli matriculation
- Students who studied for at least one academic year overseas
- Students who wish to study in an institution that does not require mechina preparation
- Students who plan to study engineering or diploma studies
- Candidates for a master's degree/young academics up to age 30 even if they are not candidates for higher education in Israel

Studies are for 5 months.

For information, visit the Ministry of Aliyah and Integration website: [https://www.gov.il/he/Departments/General/students\\_eligibility](https://www.gov.il/he/Departments/General/students_eligibility)

## Requesting Assistance from the Student Authority

Candidates for study should register online into the Student Authority network. A user name and password can be obtained at any Ministry of Aliyah and Integration branch or district office.

Following registration, provide the following documents:

- Valid *te'udat oleh/te'udat zeka'ut*
- Acceptance letter to an institution of higher education



- Original matriculation certificate and academic grades transcript, or photocopies validated and signed by a personal absorption counselor at the Ministry of Aliyah and Integration.
- Diplomas from previous academic studies and grade transcripts
- Authorization of postponement of service in the IDF or authorization of discharge
- Receipts for payments already made to the institution and standing bank orders signed by the bank

### **Candidates for Aliyah**

Candidates for aliyah who are interested in receiving guidance and information about study tracks, conditions of acceptance, checking their educational documents, and eligibility for Student Authority assistance, or registration in one of the preparatory programs, can apply to the Student Authority Pre-aliyah Service at the Ministry of Aliyah and Integration. See Useful Addresses.

### **Special Conversion Track for Students**

The Nativ organization - the National Center for Identity and Conversion, operates a special conversion track for students that takes into account time constraints and study load, and provides individual guidance throughout the process. The program is for Israeli citizens and permanent residents. For more information see Useful Addresses.



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

### Period of Service

The length and type of service depends upon a new immigrant's age when they first arrive in Israel, on their status, their state of health, and family status at the time of conscription. In most cases, physicians and dentists are conscripted for longer periods and also at more advanced ages. For up-to-date information, contact the nearest conscription office (*lishkat hagiyyus*), or the "Meitav" (Conscription) Information Center. See Useful Addresses for details.

It is important to note that the "Military Service Law" (1986) enables new-immigrant physicians and dentists up to age 38 to be conscripted for compulsory service, and up to age 43 for reserve duty, according to the needs of the IDF.

Married women or mothers of at least one child are exempt from service.

**Note:** The exact length of service for any conscript is determined only following their appearance at a conscription center, and is liable to be influenced by additional factors not mentioned here, such as medical profile, the Army's manpower needs, etc. The final decision is in the hands of the IDF exclusively.

### Conscription Period

New immigrants of military age are called up only after at least 12 months of residence in Israel. New immigrants conscripted for reserve military service only are called up once 24 months have



passed. All new immigrants age 18 and up should receive an initial "Order to Report for Registration" (*tzav hityatzvut*) for registration and medical examination purposes.

New immigrants must report to the draft board within 6 months from the day of receipt of new-immigrant status, or eligibility as a new immigrant, regardless of whether they receive an "Order to Report for Registration."

### **Military Service in the New-Immigrant Reserves or the Academic Reserves**

The New-Immigrant Reserves (*Atudat Olim*) is an Army track for new immigrants who complete high school overseas, and who are interested in acquiring an academic or technological profession before military service. This track enables young immigrants to undertake studies before conscription.

### **Assistance to Immigrant Soldiers**

The IDF and the Ministry of Aliyah and Integration assist eligible immigrant soldiers in compulsory service.

#### **Monthly Grant**

- A. **Grant from the IDF:** A lone soldier (single soldier with no immediate family in Israel) in compulsory service can be eligible for a monthly grant, in addition to the regular salary from the IDF. The amount of the grant changes from time to time.
- B. **Grant from the Ministry of Aliyah and Integration:** An immigrant soldier recognized by the IDF as a lone soldier or as eligible for family payments can be eligible for a monthly grant from the Ministry of Aliyah and Integration in addition to the salary and grant from the IDF, in accordance with conditions of eligibility.
- C. **Rental Assistance from the Ministry of Construction and Housing:** a soldier recognized as a lone soldier by the Ministry of Aliyah and Integration can be eligible at the same time for a grant from the Ministry of Aliyah and Integration and rental assistance from the Ministry of Construction and Housing.



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

- A new immigrant, returning minor, or immigrant citizen who is conscripted into regular IDF service within 5 years of aliyah and recognized by the IDF as a lone soldier or eligible for family payments.
- A returning resident who is conscripted into regular IDF service within 2 years of receipt of returning-resident status, and recognized by the IDF as a lone soldier or eligible for family payments.
- An Ethiopian-immigrant soldier ( who is not recognized as eligible for family payments or as a lone soldier) can be eligible for assistance for up to 10 years from the date of aliyah—for the duration of their military service.

### Conditions of Assistance

- On the date of conscription the soldier is within their period of eligibility
- The soldier is recognized by the IDF as eligible for assistance.

New-immigrant soldiers may also be eligible for rental assistance and household expenses, as well as a marriage grant and other benefits. For more details on assistance and eligibility, consult with a personal absorption counselor.

**Note:** The period of IDF service is not considered as part of the period of eligibility for assistance from the Ministry of Aliyah and Integration. At the conclusion of service, discharged soldiers can be eligible for continuation of assistance.



## Reserve Duty

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

For more information, contact a branch office of the National Insurance Institute. See Useful Addresses. See also their website: [www.btl.gov.il](http://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 "Military Service," available from the Publications Department. See the order form at the back of this booklet. You can also visit the Ministry of Aliyah and Integration website, [www.klita.gov.il](http://www.klita.gov.il), or the IDF website, [www.idf.il](http://www.idf.il)

## Itanu- A "Warm Home" for Lone Soldiers in Israel

The Itanu program, initiated by the Ministry of Aliyah and Integration, is a support framework for lone soldiers, which grants them a social structure, a home to return to during weekends and leaves, and a space to share experiences with other lone soldiers. The program guides the soldiers and those interested in aliyah between the ages of 17.5-23 from preparations for conscription, during service and up to discharge from the IDF.

The program operates information days and seminars in order to form core groups (*garinim*). Afterwards, they are absorbed by a kibbutz or other community. During the period of preparation for service that follows the absorption of the *garin*, the program provides the participants with training and guidance—from Hebrew study to familiarity with the country and preparation for military service. When the soldiers begin their military service Itanu assists them as much as possible in placement into the assignments they prefer, as well as provides for their daily needs— from housing to dealing with bureaucracy.



## Conversion Track for Soldiers and Security Personnel- Nativ

The Nativ organization operates a special conversion track within the IDF that enables service personnel to take the time to clarify their identity and place within Israeli society and to allow anyone who wishes to undergo conversion procedures during their IDF service. The track begins with a course that focuses on exploring and strengthening Jewish/Israeli/Zionist identity. The course offers a "closed" option with dormitory accommodations as well as an "open" option with no live-in accommodations, and easing of service conditions. Following the course, soldiers who are interested in converting continue to 2 seminars and then appear before a Military Conversion Court.



### The National Health Insurance Law

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

The Law stipulates that new immigrants are exempt from paying National Health-Insurance premiums for the first half-year following receipt of new-immigrant status or eligibility as a new immigrant. This benefit goes into effect upon registration in a health fund. New immigrants may also be eligible for exemption from payments during the second half of the first year, on condition that they are not employed. In order to receive an exemption during the second half of the first year, apply to the National Insurance Institute.

**Note:** Registration in a health fund is a necessary condition of receipt of health services. It is extremely important to register in a health fund as soon as possible following arrival in Israel in order to receive medical treatment whenever it is needed. Failure to register may result in unnecessary delays and expenses in receiving medical services.

### Registration in a Health Fund

Upon arrival at Ben Gurion airport, and following receipt of necessary documents, new immigrants can register for a health fund of their choice. It is recommended to investigate the health funds prior to aliyah. It is also possible to contact friends and relatives from the airport in order to consult about the choice of a fund. When registering at the airport, indicate the choice of fund to the personal absorption counselor, the fund in which to register one's spouse (spouses may register in a different fund) and any

children under the age of 18. Children over the age of 18 register separately using their own *te'udat oleh* or that of their parents. There is no registration fee when registering at the airport.

New immigrants who do not register for health insurance at the airport, or who change status in Israel, can register at the nearest Post-Office branch or online through the National Insurance Institute following 3 weeks from the date of aliyah.

In order to register at the Post Office, bring a *te'udat oleh* and *te'udat zehut* or authorization of registration in the Population Registry, as well as cash or other means of payment of the registration fee. At the Post Office, applicants indicate their choice of health funds, the choice of their spouse, and the fund in which to register any children under the age of 18. Children over the age of 18 register on their own, using their or their parents' *te'udat oleh*.

Following registration, the Postal clerk provides a form that must be given to the secretariat of the chosen health fund in order to complete the registration. **In other words, you are not registered with the fund until you take this step!**

To check the location and hours of the nearest Post Office branch, visit [www.israelpost.co.il](http://www.israelpost.co.il).

Immigrants who choose to register through the National Insurance Institute may do so once three weeks have passed and their information has been input into the Ministry of the Interior network. To register online, contact: <https://www.btl.gov.il/english%20homepage/insurance/health%20insurance/registration/Pages/default.aspx>

**Note:** Registration at the Post Office or through the National Insurance Institute website is within 90 days from the date of aliyah. Following the 90-day period new immigrants must register at a branch office of the National Insurance Institute.

Persons who do not register in a health fund and who are in need of medical care must contact the National Health Insurance Ombudsman at the Ministry of Health for authorization of the care



provider during the period of lack of coverage. **Note that it is not possible** to approach the Ombudsman in person; the Ombudsman may only be contacted through an online form or by telephone, fax, e-mail, or post. See Useful Addresses. It is also possible to consult a personal absorption counselor at the Ministry of Aliyah and Integration.

Temporary residents (A/1) do not receive six free months of health services; they must register with a health fund and the National Insurance Institute, and make payments according to income.

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

**Note:** it is important to register for health insurance as soon as possible following aliyah. Failure to do so can result in difficulties and delays in receiving medical care.

## Discounts and Concessions

In specific circumstances, health-fund members may be eligible for discounts and concessions on various payments:

- A. Recipients of assured income payments from the National Insurance Institute can receive an exemption on fees when visiting a specialist and on tests at various health-fund facilities.
- B. Elderly persons who receive an old age pension along with assured income can receive a 50% discount on purchasing medications included in the "Medication Basket."
- C. New immigrants during their first year following aliyah can be eligible for a 50% discount on the monthly payment limit particular medical services.



## Transferring from One Health Fund to Another

Health-fund members may transfer from one health fund to another up to twice a year, on specific dates that are publicized on the Ministry of Health website ([www.health.gov.il](http://www.health.gov.il)). The transfer is processed at a Post-Office branch or on the National Insurance Institute website. For details, visit the Ministry of Health website.

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

## Family Health Centers

Family Health Centers (*tachanot lebrivot hamishpacha*, formerly *tipat halav*) operated in conjunction with the local authorities, offer a variety of services including post-natal care, and developmental monitoring up to age 6. The Centers also provide periodic inoculations according to directives of the Ministry of Health. Information about Centers in each community is available from the local municipality. Information is also on the Ministry of Health website: [www.health.gov.il](http://www.health.gov.il).

## School Medical Services

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

## Emergency Services

### Health Funds

The health funds operate emergency units that provide urgent-care services (medical examinations, lab tests, X-rays, and medications) at night, on the Sabbath and on holidays. Check with your health fund for more details.



Each of the health funds also has a telephone line that in most cases operates 24 hours a day and can offer instructions and information in emergency situations. Check with the health funds for details.

## Emergency Care

Emergency services such as Magen David Adom and United Hatzala provide emergency services, including first aid in the event of accidents, at night, on Shabbat or holidays, or other times when it is not possible to utilize the urgent-care service of the health fund. Note that in many cases, services of Magen David Adom and Terem are for a fee.

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

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

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

## Treatment and Hospitalization Through the Emergency Room

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

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

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



Two main bodies offer social services in Israel; the National Insurance Institute, which provides a variety of financial aid to those eligible, and the Ministry of Labor, Social Affairs, and Social Services, whose services are primarily, but not exclusively, administered through the Social Services Departments of the local authorities. Further, new immigrants can also consult with the Ministry of Aliyah and Integration for assistance in a variety of situations.

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

### **The Ministry of Labor, Social Affairs, and Social Services**

The social services departments of the Ministry of Labor, Social Affairs, and Social Services operate according to the Law of Assistive Services (1958) and provide assistance on an individual, family, and group basis, including to new immigrants, in a variety of situations. There is a department in every municipal authority. In order to receive services, apply directly to the local department. Contact the local municipal information line, 106/7 in most locations, for information. Information is also available from the Ministry of Labor, Social Affairs, and Social Services Telephone Assistance Line, 118.

### **The National Insurance Institute**

#### **National Insurance and National Health Insurance Premiums**

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



New immigrants (including returning minors and immigrant citizens) are usually exempt from making payments during their first year following aliyah, on condition that they do not have income from employment or other sources, or that income from other sources does not exceed more than 5% of the average wage.

Payment is based on income level from employment and other sources, and on status (salaried employee, self-employed, not employed).

New immigrants can be entitled to certain National Insurance Institute benefits from their arrival in Israel, according to specific conditions, even though they have not accumulated any eligibility. These include chronic-care allowance, mobility allowance, disabled-child allowance, and others. For details, consult the National Insurance Institute.

### **Payment of Insurance Fees**

- Employers pay National Insurance Institute and health insurance premiums on behalf of their employees, and deduct a percentage from their salary. Employees should make sure that their employer pays the necessary premiums on their behalf.

See the section entitled "Health Services" for details about registration in a health fund and paying health-insurance fees.

- The self-employed, students, and those who do not work must pay National Insurance and National Health Insurance fees directly to the National Insurance Institute.
- As stated, specific categories of new immigrants may be eligible for certain National Insurance Institute benefits during the first year following aliyah, for example child allowances, disabled-child benefits, attendance allowance and special disability allowance to new immigrants with severe disabilities; however in most cases new immigrants are not entitled to National Insurance Institute payments until following their first year in the country after aliyah. For details, consult with



the National Insurance Institute or a personal absorption counselor. See also the booklet entitled "National Insurance," available from the Publications Department. Information is also available from the National Insurance Institute website, [www.btl.gov.il](http://www.btl.gov.il).

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

## Principal Types of Insurance

### Aid to New Mothers

The National Insurance Institute (NII) provides various forms of assistance to new mothers. This includes coverage of hospitalization as well as a birth grant. Employed women who give birth, or adopt a child below the age of 10, are in most cases entitled to maternity-leave benefits as compensation for resultant loss of income. Benefits are paid for 8-15 weeks, based on length of employment prior to the birth, and on condition that the mother pays National Insurance Institute premiums during her period of employment. Compensation is based on salary prior to maternity leave up to a set maximum. It is subject to income tax. Note that self-employed women must continue to pay National Insurance Institute and health insurance premiums even during the period of maternity benefits.

New immigrants within their first year following aliyah can be eligible for assured income from the Ministry of Aliyah and Integration when they give birth to a child.

### Child Allowances

The National Insurance Institute pays child allowances (*kitzbat yeladim*) to residents of Israel for their children up to age 18. The allowance is a universal one, and the rate has no connection to the level or sources of family income.



Parents file the claim for a child allowance through the hospital when a baby is born, and must provide the hospital with their bank account and identity numbers.

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

### Savings for Every Child

The National Insurance Institute opens a savings plan for every child under the age of 18, and deposits a sum each month into the bank or provident fund of the parent's choosing. This program enables the child to begin their adult life with an amount of money at their disposal. The guidelines of the program also permit the parent to deposit an equal monthly sum into the child's account. For more information, visit the National Insurance Institute website: <https://www.btl.gov.il/benefits/children/HisahoLayeled/Pages/default.aspx>

as well as the site: "HaOtzar Sheli:" <https://hly.gov.il/>

### Study Grant for Single-Parent Families and Families with Many Children

Single parents may be entitled to an annual study grant from the National Insurance Institute for children ages 6-18. The grant is to help defray the costs of books and school supplies. The grant is also paid to families with 4 or more children who receive specific allowances from the National Insurance Institute. The grant is paid once a year. Note that eligible families with 4 or more children do not have to file a claim with the National Insurance Institute. A single-parent family must file a claim for the first grant only, within 18 months of their period of eligibility for the grant. Persons who do not do so receive the grant only 18 months following the period of the claim. Families that are automatically eligible should receive the grant in their bank account up until the 11<sup>th</sup> of August. Consult with the National Insurance Institute for details.



## Assured Income

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

One whose income from salaries and other sources does not exceed an amount determined by law, and who meets other criteria of the National Insurance Institute can be eligible for assured income. The applicant's spouse must also meet all eligibility criteria. For more details, consult with the National Insurance Institute. Information is also available on their website, [www.btl.gov.il](http://www.btl.gov.il).

## Old Age Pensions

Insured persons who reach retirement age are eligible for the old-age pension on condition that they have accrued a "qualifying period." For details about retirement age, consult with the National Insurance Institute, or view their website: [www.btl.gov.il](http://www.btl.gov.il).

## Special Old Age Benefits for New Immigrants

Pension-age immigrants who do not have income from any source or whose income is very low and who do not receive a National Insurance Institute old-age pension can be eligible for a special old-age benefit from the National Insurance Institute according to their criteria.

Note that an eligible new immigrant who makes aliyah after their spouse **does not** receive the pension directly into their bank account and must apply to the National Insurance Institute, or apply online via the National Insurance Institute website, by mail, or fax.

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

### Required documents:

- *Te'udat zehut* or authorization of registration in the Population Registry
- *Te'udat oleh*
- Documents that verify economic status



An individual who is entitled to a special old-age pension and does not receive it into their bank account should contact the National Insurance Institute immediately.

## Unemployment Insurance

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

To apply for unemployment compensation, first register with the Government Employment Service. It is important to do so as soon as possible. See [www.taasuka.gov.il](http://www.taasuka.gov.il) for addresses. Registering at the Employment Service and reporting as necessary are conditions for receiving unemployment benefits. Note that refusing job referrals from the Employment Service, as well as referrals to courses, training, or professional retraining without justification defers eligibility for unemployment compensation for 90 days.

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

## Military Reserve Duty Compensation

Citizens called up to do reserve duty receive compensation on the basis of their gross salary (*bruto*). New immigrants who are conscripted into military service before they have begun to work should clarify their rights with the National Insurance Institute.

For more details, contact the National Insurance Institute reserve-duty telephone line. See Useful Addresses

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



## Additional Types of Insurance

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

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

## For more Information

More information is available from branch offices of the National Insurance Institute. Information is also available from the National Insurance Institute website: [www.btl.gov.il](http://www.btl.gov.il). Consult also the booklet entitled "The National Insurance Institute," available from the Publications Department. See the order form at the back of this booklet.

## Social Services of the Ministry of Aliyah and Integration

The Ministry of Aliyah and Integration helps new immigrants to identify their needs and realize their rights with the various social-welfare entities that operate in the municipal authorities. Further, the Ministry assists in a number of areas that are not covered by the National Insurance Institute during the first year following aliyah.



## Assured Income for New Immigrants

The Ministry of Aliyah and Integration provides assured income to new immigrants who meet eligibility criteria, are categorized as “dependent” and unable to work due to their age, the state of their health, or family situation.

The conditions of assistance detailed here are in principle. To clarify complete conditions of assistance, consult with a personal absorption counselor.

### Categories and Conditions of Eligibility for Persons Considered as “Dependent”

#### Single-parent family

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

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

#### Pregnant Women

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

- She is a minimum age of 18.
- She is in her 13<sup>th</sup> week of pregnancy and up, or has an “at-risk” pregnancy even before the 13<sup>th</sup> week.

#### New Immigrants before Retirement Age

New immigrants who have not reached retirement age may be eligible for assured income according to the following criteria:

Women from age 55 and men from age 60 can be eligible for assured income until the end of the first year following receipt of status. Women from age 60 and men from age 65 must have authorization of eligibility for retirement from the National



Insurance Institute, as well as verification that they are not eligible to receive an old-age pension from the National Insurance Institute. To check eligibility for new immigrants of pre-retirement age, consult a personal absorption counselor.

### **The Chronically Ill or Hospitalized**

Persons with chronic illness may be eligible for assured income according to the following criteria:

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

### **Persons with Blindness or Disabilities**

- Age: 18 to 60
- It is necessary to have appropriate medical certification

### **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, child, or legal ward.
- Age: age 18 to pension age.
- It is necessary to provide appropriate medical certification.

### **Period of Eligibility**

- The period of eligibility for assured income assistance begins following the conclusion of the Absorption Basket, i.e., from the 7<sup>th</sup> month to the 12<sup>th</sup> month from the date of aliyah.
- The period of assistance is for up to 6 months.
- Following the end of the first year of aliyah, apply to the National Insurance Institute for assured income benefits. It is necessary to meet all criteria for eligibility for National Insurance Institute benefits.
- The level of assistance is based on the number of family members listed in the *te'udat oleh*, including children up to the age of 18.



## Application Procedure

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

### Persons who are Not Eligible for Assured Income

Couples in which one spouse is employed and receives a salary greater than the minimum wage, or who receives assured income from the National Insurance Institute, are not eligible for assured income from the Ministry of Aliyah and Integration.

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

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

### Benefits to Senior Citizens

In accordance with the "Senior Citizens Law" (1989) the Ministry of Social Equality (in conjunction with the National Insurance Institute) grants a Senior Citizen's Certificate (*te'udat eзраch vatik*), which confers eligibility for discounts in the following areas:

- public transportation
- property taxes, up to 30%, according to specific conditions of eligibility
- theater performances
- entrance to museums and exhibitions
- entrance to some national parks and nature reserves
- discounts on movie tickets
- discounts on electricity and water, according to eligibility criteria.



Seniors who receive income supplements from the National Insurance Institute may also be eligible, according to specific criteria, to the following health benefits:

- Discounts on health-insurance fees
- Discounts on some medications included in the Basket of Health Services
- Exemption on fees on visits to certain types of medical specialists, out-patient clinics, and institutes.
- Assistance for purchasing rehabilitation devices and mobility devices. Seniors who receive a pension according to the Assured Income Law can be eligible for an exemption on fees.

**Note:** It is recommended that seniors confirm with their health fund the types of services that are covered, the types of additional services included in supplemental insurance plans, and whether their coverage includes chronic-care insurance.

Details about special eligibility, exemption and discounts on prescriptions, visits to doctors and treatments, benefits to Holocaust survivors and more, are available on the Ministry of Health website: [https://www.health.gov.il/English/Topics/SeniorHealth/rights\\_and\\_services\\_for\\_elderly/Pages/default.aspx](https://www.health.gov.il/English/Topics/SeniorHealth/rights_and_services_for_elderly/Pages/default.aspx).

Information is also available from the Kol HaBriut telephone line, \*5400.

Seniors may be eligible for the following benefits in the area of housing:

- Rental assistance for elderly new immigrants- for details consult the Ministry of Construction and Housing
- Rental assistance for elderly veteran citizens
- Participation in mortgage payments for dependent elderly according to specific conditions
- Discount on rent on public housing apartments. For details, contact Amidar. See Useful Addresses.
- Exemption on property tax for residents of apartments on the first 100 square meters



For details and conditions of eligibility, contact the Ministry of Construction and Housing- the National Center for Participation in Mortgage Payments for Persons over 70. See Useful Addresses.

### **The Senior Citizen's Certificate**

The Senior Citizen's Certificate is valid for receiving benefits and discounts when it features a photograph of its owner, or when presented with a photo ID, which includes the owner's date of birth for proof of age.

Eligible individuals should receive the certificate in the mail upon reaching the appropriate age. Persons who do not receive a certificate, who would like a certificate in English, or who have any other questions, should contact the Ministry of Social Equality. See Useful Addresses.



New immigrants, temporary residents, returning residents (who reside overseas for at least one consecutive year before entering the country), and tourists are permitted to drive in Israel with a valid overseas license for one year from their date of entry into Israel, when driving a vehicle appropriate to the level of the license, and on condition that they are of the necessary age for receipt of the license.

### Converting a Foreign License to an Israeli License

It is possible to convert a foreign license to an Israeli one as follows:

- **New immigrant**- within 3 years from the date of aliyah
- **Returning resident**- within 1 year from the date of return, on condition of 6 months' residence overseas, and on condition that the foreign license is valid for at least 6 months.
- **Temporary resident**- within one year of the date of entrance into the country.

The license that is issued to new immigrants and returning residents is valid for an identical period as an Israeli driver's license.

It is necessary to have a notary translate foreign licenses that are not in English or Arabic.

### The licensing procedure:

1. New immigrants and returning residents with a license issued within fewer than five years must take the practical driving test but are exempt from a medical examination and vision test.
2. New immigrants and returning residents with a license issued five or more years previously are exempt from the practical driving test, as well as the medical examination and vision test (with the exception of applicants age 70 and up, who are obligated to undergo a medical examination and vision test).

The regulation refers to private drivers who hold a foreign driver's license for a private vehicle, motorcycle, or tractor only.



Applicants must report any medical problems that may impair driving ability to the Licensing Authority, and wear glasses or lenses as needed.

For more information, contact the Ministry of Transportation. See Useful Addresses.

**The conversion procedure is as follows:**

1. Before converting the license, apply to one of the nearest photography centers in order to be photographed for the new license and to receive a computerized application form for a license with personal details. See the Ministry of Transportation website for a list of official centers.

**Required Documents**

**New Immigrants:**

- foreign license & copy
- *te'udat zehut*
- *te'udat oleh*

**Returning Residents:**

- *te'udat zehut*
- foreign license & copy
- passports that show dates of departure and entry into the country

Information about photography-center locations throughout the country is available from the Licensing Bureau Information Line, \*5678 or on the Ministry of Transport website: [https://www.gov.il/he/Departments/ministry\\_of\\_transport\\_and\\_road\\_safety](https://www.gov.il/he/Departments/ministry_of_transport_and_road_safety). All locations are accessible to persons with disabilities.

Applicants who are required to undergo a vision test can do so at the photography center or at an authorized optometrist. Persons who wear glasses or contact lenses should wear them during the test.

2. In order to receive authorization to convert a license, bring the application with the photo and required documents to the nearest licensing bureau.



**Note:** for information about the nearest licensing bureau, contact the Ministry of Transportation Information Line, \*5678. Note as well it is not possible to convert a license at all bureaus, and that license-conversion is not available at all hours. Contact the Telephone Information Line for details.

## New Immigrants Without an Overseas License

Persons who do not have a license and want to apply for an Israeli driver's license must visit an authorized photography center in order to receive an application form. Next, the applicant must bring the form to a family doctor for a medical examination, and to an authorized optometrist for a vision test.

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

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

A new driver receives a two-year temporary license. At the end of two years, the temporary license is exchanged for a permanent one that is valid for 5 years, on condition that the applicant has not committed any traffic violations. During the 5 years the new driver is obliged to take a refresher driving course.

An experienced driver must accompany new drivers under the age of 24 for a period of six months following receipt of the license. New drivers must also place a "new driver" sign in the windshield of their car for 2 years.



## Conversion

The Government of Israel views conversion as a top priority, and has established a conversion authority, Nativ- the National Center for Identity and Conversion. Together with the Jewish Agency, it assists persons who are wish to do so to undergo the official State conversion process at no cost and by which it is possible to fully integrate into Israeli society.

### The conversion process involves 2 main stages:

1. A preparatory course that includes rich and comprehensive Jewish studies. The course takes place throughout the country, once or twice per week during the evening, for 10 months to 1 year.
2. Appearing before a special Conversion Court with 3 Rabbinical Judges from the Israel Chief Rabbinate. The Judges question the candidate in order to discern the degree of willingness and commitment to joining the Jewish People. When this process is successful, the convert then completes the conversion.

The course is for Israeli citizens and permanent residents. For details, see Useful Addresses.



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

### The Ministry of Aliyah and Integration

Like all Government ministries, the Ministry of Aliyah and Integration offers mechanisms for public complaints from new immigrants, returning residents, and other bodies that approach it with any issue related to the Ministry's activities.

There are two methods for public inquiries:

1. **The Telephone Information Center**- The Ministry operates a National Telephone Information Line in 6 languages and deals with inquiries and complaints from new immigrants and returning residents. The number is (03) 9733333/\*2994, and for callers overseas 972-3-9733333.
2. **The Senior Division for Internal Auditing and Public Complaints**- for complaints about employees, and for issues that require investigation by the Division's internal auditors.

The Division also deals with inquiries and complaints from new immigrants and returning residents who feel that they did not receive services to which they are entitled. Division staff investigate inquiries and respond to the applicant. If irregularities are found, systematic adjustments are made in order to prevent additional problems.

To contact the Division: The Senior Division for Internal Auditing and Public Complaints, 6 Rehov Esther HaMalka, Tel Aviv  
Telephone: 073-3972047/4113  
Fax: 073-3974111  
E-mail: [info@moai.gov.il](mailto:info@moai.gov.il) or through the Ministry website: [www.klita.gov.il](http://www.klita.gov.il)



## The Jewish Agency

Submit complaints and inquiries regarding services of an aliyah shaliach, absorption centers, or other matters related to the Jewish Agency to the Public Complaints Division, 48, Rehov King George, P.O.B. 92, Jerusalem 9426218, (02) 6204442, PniyotTzibor@jafi.org.

## General Requests and Inquiries

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

## Complaints against Government Offices and Public Institutions

In government offices and public institutions, there is a department or employee responsible for handling public complaints. In addition, citizens can file complaints with the Commissioner of Public Inquiries of the State Comptroller's Office. A citizen may bring a complaint to the State Comptroller's 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 the housing assistance companies, municipal building companies, institutions of higher education, the Electric Company, the Lottery, Egged, and the health funds. File a complaint within one year of an incident. The Commissioner will investigate the complaint and submit the findings to the complainant and to the body under investigation. The Commissioner is also authorized to recommend adjustments to defective practices.

## How to Complain

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

You may also submit complaints by e-mail: [ombudsman@mevaker.gov.il](mailto:ombudsman@mevaker.gov.il) or complete a form on the website: [www.mevaker.gov.il](http://www.mevaker.gov.il)

For more information, see Useful Addresses.



## Consumer Complaints

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

- **The Authority for Consumer Protection and Fair Trade** of the Ministry of Industry and Economy.
- **The Israel Consumer Council** - an independent body with branches in Tel Aviv, Jerusalem, and Haifa that handles complaints against private bodies, merchants, manufacturers, the phone company, and the electric company. The Consumer Council approaches the subject of the complaint for its response and also examines the legal aspect of the complaint. If the parties do not reach a compromise, and the Council believes that the complainant is right, it will help them to take the case to a Small Claims Court.
- **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. This includes misleading or deceptive advertising, exploitation of customers' distress, unfair influence, overcharging, unauthorized price displays and product labeling, and cancellation of transactions. Consumers can apply online: <https://forms.gov.il/globaldata/getsequence/getHtmlForm.aspx?formtype=Pniot@Cpfta.gov.il>.

See Useful Addresses for more information.

## Filing a Complaint

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



The Ministry of Aliyah and Integration as well as additional bodies assist new immigrants on the basis of their particular status: new immigrant, immigrant citizen, returning minor, returning resident, and other types of status; family composition- immigrant family, elderly single, mixed immigrant family, and other family configurations; and age.

### New Immigrant

A new immigrant (*oleh hadash*) is an individual who immigrates to Israel at age 17 and up, and who receives new-immigrant status from the Population and Immigration Authority (*Reshut HaUchlusin VeHaHagira*) according to the 1950 "Law of Return." Persons with new-immigrant status are entitled to assistance in various areas according to laws and regulations, and provided by assorted government ministries and other bodies.

### Obtaining New-Immigrant Status

**Overseas** – to arrange for new-immigrant status overseas, consult with an office of the Jewish Agency, which will open an "aliyah file" and provide advice on necessary procedures. In most cases, applicants must provide various personal documents in order to determine eligibility for aliyah. Following the completion of all procedures, the Jewish Agency advises the local Israeli Consulate to authorize new-immigrant status. On the basis of this authorization, in most cases, new-immigrant status is granted upon entering Israel. Persons in locations that lack representation should contact the Jewish Agency Global Center in Israel. See Useful Addresses.

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

**In North America and the UK** potential new immigrants should contact the Nefesh B'Nefesh organization, which works in conjunction with the Jewish Agency to promote aliyah and to offer support, information, guidance and assistance. See Useful Addresses.

**In Israel** – Individuals and families from the United States, Canada, and the UK should contact Nefesh B'Nefesh and apply for their Guided Aliyah program. See the Nefesh B'Nefesh website for details: [www.nbn.org.il](http://www.nbn.org.il).

Individuals from other parts of the world should contact the Jewish Agency Global Center. See Useful Addresses.

### **Period of Eligibility for New Immigrants Who Change Status in Israel**

Because the assistance from the Ministry of Aliyah and Integration is designed to help during the initial period of absorption in the country, length of stay on a tourist or temporary resident during the 7 years prior to receiving status as a new immigrant affects eligibility for assistance as follows:

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

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



## Child of Immigrants

A child of immigrants (*ben olim*) is a single individual who makes aliyah together with their parents, or within a short time of their parents' aliyah.

Children of immigrants are further classified according to age:

- **An adult child of immigrants** – ages 17-21.
- **A minor child of immigrants** – up to age 17.

### Proximity to Parents' Aliyah

**An adult child of immigrants** either receives new-immigrant status together with their parents, or within one year prior to, or one year following, the parents' aliyah.

**A minor child of immigrants** either makes aliyah with or without their parents, and is below the age of 17 at the time of the parents' receipt of new-immigrant status.

### Assistance to Children of Immigrants

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

A minor child of immigrants receives the majority of assistance together with the family, with the following exceptions:

**Housing:** a single child of immigrants is not eligible for housing assistance (mortgage, rental assistance, or public housing) separate from the family (with the exception of a child of immigrants who marries a new immigrant, who then may become eligible for a mortgage as an immigrant family). A child of immigrants who marries a veteran Israeli is eligible for housing assistance identical to that of other Israeli couples.

**Customs:** As a rule, an individual who makes aliyah as a minor is not eligible for Customs exemptions. For details, consult with the Customs Authority. See Useful Addresses.



## Immigrant Minor

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

- Immigration to Israel between the ages of 14-17, without parents, and either receives new-immigrant status from the Population and Immigration Authority, or eligibility for assistance as a new immigrant from the Ministry of Aliyah and Integration. In most cases, an immigrant minor can receive the Absorption Basket according to age. Upon reaching age 17 or at the conclusion of studies, an immigrant minor can then be eligible for other forms of assistance. Consult with the Ministry of Aliyah and Integration for details.
- An immigrant minor who arrives before the age of 14, participates in a residential program framework from the first year following aliyah until a minimum age of 17, and whose parents do not immigrate to Israel during this time period, can receive assistance from the Ministry of Aliyah and Integration only following their 17<sup>th</sup> birthday.
- An immigrant minor who is not in a residential framework may be eligible for the Absorption Basket according to age and whether they have an appointed legal guardian. Immigrant minors may receive other forms of assistance following completion of high school studies.

An immigrant minor can be eligible for assistance in the following areas: Absorption Basket, Hebrew study, housing, employment, entrepreneurship, assistance to soldiers, assistance in higher education, and assured income.

**Note:** the period of eligibility for an immigrant minor is different from that of an adult immigrant. Clarify details with a personal absorption counselor at the Ministry of Aliyah and Integration.

## Immigrant Citizen

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



## Assistance to Immigrant Citizens

In most cases, immigrant citizens receive assistance as new immigrants.

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

### Period of Eligibility

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

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

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

### Stays in Israel that Do Not Affect the Period of Eligibility

- Visits of less than four months within one calendar year.
- Stays in the country that concluded seven years or more prior to the date of receipt of status, with the exception of an extended stay during which Israel was the central focus of the applicant's life.
- Stays of up to three consecutive or cumulative years during the years preceding receipt of status.
- Residence in Israel as a diplomat of another nation are not counted if the Immigration and Population Authority did not issue a *te'udat zehut*
- An individual who was in Israel without parents within the framework of the Institute for Overseas Leaders of the Education Division of the Jewish Agency, Machal, or a Hesder yeshiva track.
- Compulsory service in the Israel Defense Forces, National Service (*Sherut Leumi*), a Service Year (*shnat sherut*) or the Career Army on condition that the individual continues in service.



- An individual who is in Israel within the framework of the Masa Program (operated by the Prime Minister's Bureau and the Jewish Agency).
- Persons who are in Israel for a Service Year (*shnat sherut*) with authorization from the Security-Social Division of the Ministry of Defense.
- Individuals who are in Israel in a pre-military preparation program with authorization from the Security-Social Division of the Ministry of Defense or verification of completion from a recognized mechina program).
- Residence in Israel of up to 4 months prior to military service and up to 2 months following military service- the period of residence is not considered residence in Israel, even if during this period the individual receives a *te'udat zehut* from the Immigration and Population Authority.

**Note:** Services to an immigrant citizen before aliyah are identical to those for a new immigrant. It is advisable to contact the nearest offices of the Jewish Agency (or Nefesh b'Nefesh). In locations where there is no representation, contact the Jewish Agency Global Center in Israel and provide the required documents. See Useful Addresses.

## Returning Minor

A returning minor is an individual who departs Israel with their parents before age 14, or joins a parent overseas, and returns on a permanent basis at age 17 or over, and would be eligible for new-immigrant status according to the Law of Return (1950) if they did not already have Israeli citizenship. A returning minor can receive assistance from the Ministry of Aliyah and Integration according to the following conditions:

- A. Residence overseas for at least four consecutive years. The four-year period is not affected by:
  - Visits of less than four months within a calendar year.
  - Regular compulsory IDF service or National Service with a stay in the country for a total of 4 months prior to or following service.



- Ulpan study or at least 6 months of volunteering on a kibbutz, or 6 months of study in one of the following:
  - Primary school, high school, college, institution of higher education
  - Yeshiva, institute of Jewish studies
  - Institute for overseas counselors
  - Study program or Jewish Agency or youth movement pre-military preparatory program
  - Service year (*shnat sherut*) upon display of authorization from the Security-Social Division of the Ministry of Defense.
  - A graduate of the Masa Program of the Prime Minister's Bureau and the Jewish Agency (with the authorization of the director of Masa), even if in the past or the future the individual is a participant in one of the above-mentioned frameworks.
  - Professional internship/specialization in an Israeli institution or with an Israeli employer.

All of the above is on condition that the returning minor resides abroad for 4 years not including the stay in Israel.

- B. During the 5 years prior to return, neither parent was employed abroad for an Israeli employer, either public or private, as follows:

- \* The State of Israel
- \* State Authorities including State companies
- \* The World Zionist Organization or any of its subsidiaries
- \* The Jewish Agency
- \* Keren Kayemet
- \* Keren HaYesod
- \* The United Appeal
- \* Israel Bonds

This includes any other Israeli employer, public or private including bodies registered outside of Israel and when one of the following exists:

- Control and/or management of the business is in Israel
- The company has the name of a corporation whose first registration is in Israel



An individual is not considered a returning minor when one parent works abroad for a company with the same name as that for which they worked in Israel (or identical in principle), or for the same employer, with the exception of a minor who resides overseas for more than 10 years, or joins the IDF / National Service within a year of return to Israel, on condition that their period of eligibility commences from the date of conscription.

### Supply the following documents for returning-minor status:

- Up-to-date *te'udat zehut*
- Passport stamped with date of departure from Israel prior to the age of 14
- Passport or other official documents attesting to continuous residence overseas, such as verification of studies, annual report cards from primary school, high school, institution of higher education or yeshiva, or diplomas., except for official authorizations from income tax or national insurance authorities overseas, etc.
- Passport (or other official documents) stamped with the parents' date of departure from Israel
- Persons who studied in Israel or participated in one of the programs listed above must provide authorization attesting to the period of stay
- Any other official document that verifies residence overseas

**Note:** Services to a returning minor before aliyah are identical to those for a new immigrant. It is advisable to contact the nearest offices of the Jewish Agency (or Nefesh b'Nefesh). In locations where there is no representation, contact the Jewish Agency Global Center in Israel and provide the required documents. See Useful Addresses.

### Receiving Information and Assistance

**Overseas:** Information and assistance for returning to Israel is available from aliyah centers and offices of the Jewish Agency, however the final determination of status is in Israel by the Ministry of Aliyah and Integration and the Customs Authority. In North America and the UK, consult with Nefesh b'Nefesh as well.



In locations without representation, contact the Jewish Agency Global Center in Israel. See Useful Addresses.

**In Israel:** Consult with the Ministry of Aliyah and Integration at branch and district offices throughout the country. For information about Customs, consult the Customs Authority.

### Immigrant Family

An immigrant family (*mishpachat olim*) is one in which all members have new-immigrant status.

### Mixed New-Immigrant Family

A mixed-new-immigrant family is one in which one spouse is a new immigrant, immigrant citizen, or returning minor, and the other a veteran Israeli, and at least one child was born overseas, and one of the following two conditions apply:

- α. The date of birth of the child is prior to the date of receipt of new-immigrant status of the eligible parent
- β. The date of birth of the child overseas is following the date of receipt of new-immigrant status of the eligible parent, and at least 1 year has passed since the couple departed from Israel.

Eligibility for a *te'udat oleh* or a *te'udat zeka'ut* is only for a new immigrant, returning minor, or immigrant citizen who is married to a veteran Israeli, and the document is listed in the immigrant's name along with the names of their children.

### Assistance

A mixed new-immigrant family is considered a new-immigrant family for the purpose of housing assistance and most other forms of assistance as detailed in the relevant regulations. The veteran Israeli spouse is not eligible to receive individual assistance with the exception of any assistance for which they might be eligible as a returning resident on condition of meeting all requirements.

Note that assistance in other areas, such as employment, is to each spouse according to their personal eligibility. It is therefore recommended to check the conditions of eligibility prior to aliyah.



## Documents Required For Immigrant-Family Status

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

## Single-parent Family

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

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

## Single Immigrant

A single immigrant is an immigrant age 17 and over who makes aliyah on their own.

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

## Elderly Immigrant

An elderly immigrant (*oleh kashish*) is a new immigrant, or an individual with rights as a new immigrant, and is of pension age. For details about pension age, consult the Ministry of Aliyah and Integration or National Insurance Institute.

## Pension Age

Pension age, as defined by a Knesset decision, is 67 for a man, and 62-64 for women according to date of birth. Check with the Ministry of Aliyah and Integration or the National Insurance Institute [www.btl.gov.il](http://www.btl.gov.il) for updated information.

## Returning Resident

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



## Receiving Returning-Resident Status

1. Complete the registration form to determine basic eligibility for returning-resident status: <http://return.moia.gov.il/Returning/Forms/demographic.aspx>
2. Following receipt of a reply in principle of eligibility for returning-resident status, consult with the nearest office of the Ministry of Aliyah and Integration for an up-to-date investigation and receipt of a returning-resident's certificate. It is recommended to update the *te'udat zehut* in advance at the Immigration and Population Authority.
3. In order to receive financial assistance, it is necessary to open a bank account. In the case of a couple, both spouses must be present at the bank to open a joint account.

For more information, visit: [https://www.gov.il/he/service/application\\_for\\_recognition\\_as\\_returning\\_resident](https://www.gov.il/he/service/application_for_recognition_as_returning_resident)

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

### Conditions for Receiving Assistance

- Resident of Israel in the past
- Age 17 and up on the date of receipt of returning-resident status (age 18 for Customs concessions)
- Overseas residence of at least two years
- A returning-resident scientist can be eligible to receive assistance from the Center for Integration in Science on condition of overseas residence of at least five years
- A returning resident who requests assistance for business entrepreneurship can be eligible on condition of overseas residence of at least three years.

Calculation of eligibility is according to time prior to return to Israel: 2, 3, or 5 years. Determination of returning-resident status is in Israel at an office of the Ministry of Aliyah and Integration, and based on entry and exit stamps in the passport and checks of the register at the Ministry of the Interior. It is important to keep old passports whenever possible.



- Any visits to Israel are less than four consecutive or cumulative months per year during each year prior to return to Israel
- Neither the returning resident, spouse nor parents of the returning resident served overseas as public emissaries for the five years prior to return to Israel. This includes serving as an emissary for the State of Israel, a Government company, the World Zionist Federation, the Jewish Agency, Keren Kayemet, Keren HaYesod, or Israel Bonds.
- The returning resident did not receive any form of assistance as a new immigrant during the previous 2 years
- A returning resident who received assistance from the Ministry of Aliyah and Integration in the past can receive assistance again as a returning resident once only, with the exception of assistance as a scientist and loans for entrepreneurs, according to the following directives:
  - 10 years have passed since receiving the original assistance.
  - the returning resident resided overseas for at least 6 years
  - the returning resident did not receive any form of assistance as a new immigrant from the Ministry of Aliyah and Integration during the 2 years prior

### Ministry of Aliyah and Integration Assistance to Returning Residents

#### In most cases, assistance includes:

- Assured-income allowance for 3 months during the first 12 months following return
- Vocational guidance
- Assistance to lone soldiers
- Assistance for integration of returning scientists
- Assistance to entrepreneurs starting a business

#### Other forms of Government Assistance

- Housing – mortgages and rental subsidies to returning residents who meet eligibility requirements of the Ministry of Construction and Housing according to personal points in the same way as veteran Israelis.



## Period of Eligibility

1. **The Ministry of Aliyah and Integration:** the period of eligibility for services is 24 months from the date of return to Israel, with the exception of assured income, the period of eligibility for which is 12 months from the date of return.
2. **Customs:** The period of eligibility for Customs concessions is 9 months only from the date of return to Israel. Eligibility for exemptions on Customs duties is only for persons over age 18.
3. **IDF Service: the period of IDF service:** (regular or reserve duty) is not considered as part of the period of eligibility or as a visit to Israel.
4. **Eligibility for assistance in areas in which there are age restrictions** (and specifically employment) should be clarified at an office of the Ministry of Aliyah and Integration.

## Applying for Assistance

1. The returning resident must first apply to the nearest location of the Ministry of Aliyah and Integration in order to receive a Returning-Resident Certificate (*te'udat toshav chozer*). It is recommended to update the *te'udat zehut* in advance at the Population and Immigration Authority.
2. An individual who did not register online prior to return should complete a returning-resident questionnaire, present passports and an up-to-date *te'udat zehut* along with copies of required documents.
3. In order to receive financial assistance, it is necessary to open a bank account and to supply the Ministry of Aliyah and Integration with the account number. In the case of a couple, both spouses must open a joint account.

**Note:** divorced, or separated individuals with children, or one parent who precedes the other to Israel, and who request returning-resident status, must present a notarized declaration, or declaration before the Israeli Consulate, stating that the remaining parent permits the children being taken to Israel, or court rulings granting legal custody of the children, or a notarized declaration that the returning parent has full legal custody.



- A married individual who returns to Israel without their spouse, when the spouse is also Israeli, and who brings along the couple's children must present a notarized declaration, or a declaration witnessed by the Israeli consulate, attesting to the spouse's consent to bringing the children to Israel.

### Temporary Resident (A/1)

The Population and Immigration Authority grants temporary-resident status to persons who are eligible for new-immigrant status, but prefer to reside in Israel as a temporary resident.

Temporary residents are not eligible for assistance from the Ministry of Aliyah and Integration.

#### Note the following:

- Persons who reside in Israel as a tourist/temporary resident for more than 5 consecutive or cumulative years during the 7 years prior to receiving new-immigrant status are not eligible for assistance as a new immigrant.
- Persons who reside in Israel for 3-5 consecutive or cumulative years as a tourist/temporary resident receive reduced assistance as new immigrants.

Holders of temporary-resident visas are not entitled to assistance from the Ministry of Aliyah and Integration. Temporary residents should check assistance such as Customs concessions, reduced acquisition tax on apartments, and discounts on income tax, with the relevant bodies.

### "Freezing" or Extending the Period of Eligibility

Each form of assistance can be realized within a certain period called the period of eligibility. The period of eligibility commences upon receipt of new-immigrant status or eligibility as a new immigrant.

Assistance to new immigrants by State authorities is contingent upon the immigrant's residence in Israel. In most spheres, assistance is discontinued when an immigrant departs abroad, and is resumed only in certain forms upon return, from particular Ministries.

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



- Regular, compulsory service in the Israel Defense Forces or National Service (*Sherut Leumi*), and one year in the Career Army (on condition that it is a continuation of regular service). The period of eligibility resumes following completion of service.
- Residence overseas for more than 6 continuous months. The period of eligibility for some forms of assistance is frozen for the duration of residence overseas. This guideline applies as well to immigrant minors and immigrant citizens. This clause applies to the majority of assistance from the Ministry of Aliyah and Integration if a new immigrant has not already received the assistance, for example, under specific conditions, assured income, mortgages, courses, etc. However, in other areas it is not possible to extend the period of eligibility. This includes the Absorption Basket, rental assistance, and others. Ministry regulations change from time to time, and the regulation that is valid at the time of return to Israel is the determining regulation.

For details, consult with a personal absorption counselor, and consult the Ministry of Aliyah and Integration website: [https://www.gov.il/en/Departments/General/extension\\_of\\_eligibility](https://www.gov.il/en/Departments/General/extension_of_eligibility).

For information about extending rights with other bodies, such as the Population Authority, the Ministry of Construction and Housing, the National Insurance Institute, and the Customs Authority, contact these bodies directly.

**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.

Note that the Jewish Agency can decide to handle cases that are not specified and that it considers exceptional cases.

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



### The Jewish Agency

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

1. **The Jewish Agency Global Service Centers:** The Global Centers offer information by telephone or internet to persons interested in aliyah via toll-free telephone numbers throughout the world ( see Useful Addresses). or through an online application form: [http://www.jewishagency.org/Global\\_Center](http://www.jewishagency.org/Global_Center).

#### Services include:

- Information about aliyah and initial explanations about absorption programs
  - Information about registering for activities, events, and fairs about Israel programs and aliyah, in Israel and overseas
  - Information about absorption centers
  - Making an appointment with a local shaliach or Jewish Agency representative
  - Opening an aliyah file for eligible candidates, and assistance with arranging required documents
  - Assistance with completing the computized aliyah questionnaire
  - Guidance and information about length of residence during long- and short-term programs, and during the aliyah process in Israel
  - Consultation with the Global Center about changing status in Israel
2. **Consultation with a Jewish Agency shaliach or representative overseas:** Aliyah shlichim, who represent the Jewish Agency overseas, can advise on aliyah preparations and offer assistance such as-devising an absorption plan, verifying types of assistance, and processing aliyah paperwork, and arrange authorization of new-immigrant status. For a complete



list of aliyah shalichim visit the Jewish Agency website:  
[www.jewishagency.org/aliyah](http://www.jewishagency.org/aliyah)

See Useful Addresses for more information.

## **In North America and the UK**

In North America, the Nefesh B'Nefesh organization works in conjunction with the Jewish Agency to promote aliyah and to offer support, information, guidance and assistance to potential new immigrants. Nefesh B'Nefesh also offers assistance and services in the UK. For more details, contact Nefesh B'Nefesh or see their website: [www.nbn.org.il](http://www.nbn.org.il) as well as the Jewish Agency website [www.jewishagency.org/aliyah](http://www.jewishagency.org/aliyah).

## **Information Fairs**

The Jewish Agency operates a range of events such as information fairs abroad that offer a variety of information about life in Israel and other topics. Participants at fairs can meet with representatives of the Jewish Agency as well as representatives of the Israeli government, local authorities, companies seeking employees, and more. Information about fairs is available from Jewish Agency shlichim, offices, the Global Center, and from the Jewish Agency website: [www.jewishagency.org/aliyah](http://www.jewishagency.org/aliyah).

## **Aliyah Procedures**

The Jewish Agency is responsible for encouraging aliyah and for procedures overseas. The procedure includes completing an online form, compiling and investigating documents, assistance creating an absorption plan and an interview with a shaliach. At the conclusion of the process, when a candidate is found to be eligible for aliyah, the Jewish Agency recommends to the local Israeli Consulate to issue a new-immigrant visa.

## **Airline Tickets to Israel**

The Jewish Agency assists eligible new immigrants traveling to Israel with a grant for purchasing tickets, following investigation of eligibility for tickets. Eligible immigrants can also be entitled to extra baggage weight according to an agreement between the Jewish Agency and certain airlines. For information, consult with the Jewish Agency.



**A note regarding lifts (shipments to Israel):** 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 is not responsible for the level of professionalism or reliability of the shipping companies in packing or transporting goods.

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

## Vocational Assistance

### Pre-aliyah services:

- Assistance and guidance for verifying and converting professional and/or academic degrees
- Providing essential information to potential new immigrants about their profession, including required documents, dates of relevant exams, and more. Information is in a variety of languages: English, French, Spanish, Russian, etc.
- Connecting potential new immigrants with relevant contact people in Israel, including employers in their field
- Mediating between potential immigrants and the various institutions regarding inquiries / requests / clarifications related to their aliyah
- Participation in aliyah fairs and organizing employment fairs throughout the world

## Absorption Programs for Young New Immigrants

The Jewish Agency operates a range of programs for young new immigrants, singles and families. Some programs are in conjunction with the Ministry of Aliyah and Integration.

- **Bayit Rishon BeMoledet (First Home in the Homeland)** - Bayit Rishon BeMoledet is a program for young families interested in absorption on a kibbutz. Participants in the program enjoy a quiet, secure, rural, communal atmosphere. The program is in conjunction with the Ministry of Aliyah and Integration, together with the kibbutz movements and regional authorities



- **The Ulpan Etzion Network** - this is an absorption program for young academics age 22-35 from throughout the world. The program includes ulpan aleph at various levels, a social framework, guidance for advanced degrees, employment, and housing options. Participation is for a fee.
- **TAKA** - TAKA is an academic preparatory program for young people prior to higher-education studies.
- **Kibbutz ulpan** - Kibbutz ulpan offers the opportunity to combine Hebrew study with work on a kibbutz. Kibbutz ulpan is for new immigrants ages 18-30, singles and couples without children, is for 5 months, and offers a social framework and guidance. The kibbutz also provides room and board. Kibbutz ulpan includes social and cultural events, and tours throughout the country.
- **Garin Tzabar** - Garin Tzabar is operated with the support of the Ministry of Aliyah and Integration together with the Kibbutz Movement and the Ministry of Defense. Members of a core group (*garin*) are young Jewish adults age 18-23 residing abroad who choose to make aliyah and serve in the IDF. The *garin* is integrated by the Scouts Movement and lives in an "adoptive" kibbutz/rural community that serves as a warm and supportive home from arrival in Israel, during military service, and until discharge and afterwards.
- **Scouts' Program "Itanu"** - this program was established by the Ministry of Aliyah and Integration and operated by the Scouts' Movement to serve as a platform and grant a supportive framework and guidance to young people who change their status in Israel to "new immigrant" (such as graduates of the Na'aleh program, the MASA program and others) and who are interested in performing full and significant IDF service as lone soldiers. The program consists of a thorough preparatory process at one of the educational seminars, an intensive integration period within an adoptive community (kibbutz/city) and full IDF service. Throughout the program groups receive ongoing support and emotional, social, bureaucratic and military guidance.
- **Knafayim** - Knafayim is a program for young new immigrants who arrive in Israel on their own, and assists them during conscription into the IDF, during their military service, and up



to 2 years following discharge. This is a multi-stage program that includes preparation for discharge, individual guidance and counseling, vocational assessment, and financial coaching. Knafayim operates in conjunction with the IDF, Keren HaYesod, and Keren Mirage.

- **The Guidance Center** - The Guidance Center program provides advice to young people in all absorption frameworks, including counseling prior to conscription in the IDF, ongoing higher-education studies in Israel, and employment. The program is structured and focused on this population, and emphasises the areas of employment and programs for academics, as well as conscription into the IDF, kibbutz ulpan programs and SELA.

### Absorption Centers for Families – Early Arrangements Only Via the Jewish Agency

An absorption center (*mercaz klita*) is a temporary housing arrangement for 6 months from the date of aliyah. During residence at an Absorption Center adults study Hebrew at an ulpan while the children attend school.

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

Centers are located throughout Israel, and places are limited. Residence in an absorption center is subject to the regulations of the Jewish Agency. For more information, contact the nearest Aliyah Center or Department, or a Jewish Agency Global Center.

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



### Check List

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

Assistance to Students in Institutions of Higher Education	The Student Authority
Claim for child allowance/old age pension/study grant	National Insurance Institute
Converting Overseas Driver's Licenses	Licensing Bureau
Discount on property taxes	Local authority
Employment- reporting to seek employment, register for courses or assured income	Ministry of Aliyah and Integration
Evaluation of foreign degrees/ diplomas	Ministry of Education Bureau for Evaluation of Foreign Degrees and Diplomas
Financial Assistance	Ministry of Aliyah and Integration
Initial Counseling and Guidance	Ministry of Aliyah and Integration /Immigrant Organizations
Issuing a <i>Te'udat zehut</i>	Airport/ Population and Immigration Authority
Issuing a <i>Te'udat oleh</i>	Airport/ Ministry of Aliyah and Integration

Listing your Address in your <i>Te'udat Zehut</i>	Post Office Branches
Opening a Bank Account	Any Commercial Bank
Children up to age 4 developmental monitoring, inoculations	Family Health Centers
Referral to Ulpan	Ministry of Aliyah and Integration
Registering children in daycare	Ministry of Labor, Social Affairs, and Social Services
Registering Children in Kindergarten and School	Local Authorities
Registration in a Health Fund	Airport/Postal Bank/ National Insurance Institute
Rental Subsidies	Housing Assistance Companies



## Useful Addresses and Telephone Numbers

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

**Note:** recent legislation "Contacting Public Bodies Through Digital Media" (2018) requires that all bodies that provide public services to citizens, including Government ministries, enable digital means for contact, and not just fax communications.

### Emergency Numbers

Police	100
Magen David Adom	101
Fax for Hard of Hearing	1-800-500-101
Fire Department	102
United Hatzala	1221
Eran Emotional First Aid	1201
Domestic Violence Hotline	118
Victims of Sexual Abuse	1202
Natal – Support Center for Victims of National Psychotrauma	1-800-363-363
Home Front Command	104



## Ministry of Aliyah and Integration

[www.klita.gov.il](http://www.klita.gov.il) | [info@moia.gov.il](mailto:info@moia.gov.il)

### Main Office

2 Rehov Kaplan, Kiryat Ben Gurion  
Jerusalem 9195016

073-3972000

National Telephone Information Center  
Hotline for Emergency Situations Only

(03) 9733333/\*2994  
1255-081-010

### Public Inquiries

[info@moia.gov.il](mailto:info@moia.gov.il)

073-3972047, 073-3974113

Fax: 073-3974111

Or via "Contact Us" on the Ministry website: [www.klita.gov.il](http://www.klita.gov.il)

### Publications Department

Fax: (02) 6241585

### Haifa and Northern District Headquarters

15 Sderot HaPalyam, Bld. A  
Haifa

1599-500-922

Fax: (04) 8622587

### Haifa and the Krayot District

15 Sderot HaPalyam, Bld. B  
Haifa

1-599-500-922

Fax: 073-3973273

### Krayot Branch

7 Rehov HaMeyasdim  
Kiryat Bialik

1-599-500-902

073-3973101

Fax: (04) 8742957

### Upper Galilee District

2 Rehov Ma'aleh Camon, "Big" Bld.  
Carmiel

1-599-500-920

073-3973400

Fax: 073-3973413

### Ma'alot Branch

21 Rehov Yerushalayim, Kenyon HaRakefot  
Ma'a lot

073-3973650

Fax: (04) 8202996

### Nahariya Branch

9 Derech HaAtzmaut  
Nahariya

073-3973600

Fax: 073-397-3603

### Acco Branch

1 Rehov Shalom HaGalil, Kenyon Acco  
Acco

073-3973500/1

Fax: (04) 9916833



**Tzfat Branch** 073-3973700  
Kenyon "Sha'arei Halr" Fax: (04) 6820571  
1 Rehov HaGdud HaShlishi 2nd Floor  
[Tzfat](#)

**Kiryat Shmona Branch** 073-3973750  
104 Sd. Tel Hai, Tzachar Bld. Fax: 073-3973755  
[Kiryat Shmona](#)

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### **Nof HaGalil VeHaAmakim (Upper Nazareth) District**

Rehov HaMalacha 52, "Lev Esekim" Bld. 1-599-500-903 073-3973800  
[Nof HaGalil](#) Fax: (04) 6564019

**Tiberias Branch** 073-3973940  
16 Rehov Yochanan Ben Zakai Fax: (04) 6717061  
[Tiberias](#)

**Migdal HaEmek Branch** 073-3973980  
45 Rehov Nitzanim, Commercial Center, 2nd floor Fax: (04) 6040376  
[Migdal HaEmek](#)

**Afula Branch** 073-3973900  
34 Rehov Yehoshua Henkin Fax: 073-3973905  
[Afula](#)

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**Hadera District** 1-599-500-904  
13 Rehov Hillel Yaffe 073-3973208  
[Hadera](#) Fax: 073-3973216

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### **Tel Aviv and Central District Headquarters**

6 Rehov Esther HaMalka 1599-500-901  
[Tel Aviv](#) Fax: 073-3974132

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**Tel Aviv District** 1599-500-901  
6 Rehov Esther HaMalka 073-3974115  
[Tel Aviv](#) Fax: 073-3974103

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**Holon-Rishon LeTzion District** 1599-500-910  
3 Rehov Yisrael Galili 073-3974500  
[Rishon LeTzion](#) Fax: (03) 9525893

**Holon Branch** 1599-500-908  
36 Rehov Eilat 073-3974750  
[Holon](#) Fax: (03) 5056997

**Rehovot Branch** 073-3974802  
12 Rehov Binyamin Fax: (08) 9390256  
[Rehovot](#)



**Netanya District** 1599-500-905  
3 Rehov Bareket 073-3874650  
Netanya Fax: (09) 8629435

**HaSharon Branch** 1599-500-906  
23 Rehov HaTa'ash 073-3974701  
Kfar Sava Fax: (09) 7663515

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**Petach Tikvah District** 1599-500-907  
26 Rehov HaHistadrut 073-3974550  
Petach Tikva Fax: (03) 9312606

**Ramle/Lod Branch** 1-599-500-912  
91 Rehov Herzl 073-3974600  
Ramle Fax: (08) 9208019

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### **Southern and Jerusalem District Headquarters**

31 Rehov Zalman Shazar 1599-500-921  
Beer Sheva Fax: 073-3975019

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**Beer Sheva District** 1599-500-921  
31 Rehov Zalman Shazar 073-3975048  
Beer Sheva Fax: (08) 6280529

**Ofakim Branch** 073-3975251  
37 Rehov Herzl Fax: (08) 9962743  
Ofakim

**Eilat Branch** 073-3975201  
Kiryat HaMisradim, 3 Sderot HaTamarim Fax: (08) 6372367  
Eilat

**Dimona Branch** 073-3975101  
8 Rehov Hatzala Fax: (08) 6563880  
Dimona

**Netivot Branch** 073-3975301  
10 Rehov Yosef Semilo Fax: (08) 9943307  
Netivot

**Arad Branch** 073-3975151  
34 Rehov Chen Fax: (08) 9396201  
Arad

**Sderot Branch** 073-3975351  
8 Rehov HaPlada, Peretz Center Fax: (08) 6610614  
Sderot



## Jerusalem District

4 Mevo HaMatmid  
Jerusalem

1599-500-923  
073-3972633/4  
Fax: (02) 6222807

## Beit Shemesh Branch

9 Rehov Herzl 2nd Floor  
Beit Shemesh

073-3972540  
Fax: (02) 9912540

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## Ashdod and Ashkelon District

1 Sd. Begin, Tzimer Bld.  
Ashdod

1599-500-914  
073-3975400  
Fax: (08) 8668030

## Ashkelon Branch

9 Rehov Katznelson  
Ashkelon

1-599-500-915  
073-3975550  
Fax: 073-3975555

## Kiryat Gat Branch

3 Rehov HaGefen  
Kiryat Gat

1599-500-914  
Fax: 073-3975504

## Kiryat Malachi Branch

22 Rehov Jabotinsky  
Kiryat Malachi

1599-500-914  
Fax: (08) 8609601

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Information on Immigrant Arrivals

Ben Gurion Airport Branch Office

(03) 9754421/2

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## Center for Integration in Science

[https://www.gov.il/he/departments/topics/absorption\\_in\\_science](https://www.gov.il/he/departments/topics/absorption_in_science)  
[scientist@moia.gov.il](mailto:scientist@moia.gov.il)

Technology and Exact Sciences 073-3972513 [exactscience@moia.gov.il](mailto:exactscience@moia.gov.il)

Social Sciences 073-3972527 [socialscience@moia.gov.il](mailto:socialscience@moia.gov.il)

Medical and Life Sciences 073-3972514 [lifescience@moia.gov.il](mailto:lifescience@moia.gov.il)

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## Student Authority Pre-Aliyah Service

English Desk:

[aceng@moia.gov.il](mailto:aceng@moia.gov.il)

French Desk:

[acfr@moia.gov.il](mailto:acfr@moia.gov.il)

Spanish Desk:

[aclat@moia.gov.il](mailto:aclat@moia.gov.il)

Russian Desk:

[acrus@moia.gov.il](mailto:acrus@moia.gov.il)

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

National number:

\*8115



**North:** Haifa & Krayot, Carmiel & Upper Galilee, Nof HaGalil & HaAmakim (Upper Nazareth) 054-4997731

**Netanya & the Sharon:** Hadera, Netanya, Ra'ananna, Kfar Saba, Herzlia (09) 8855661

**Gush Dan:** Rish LeTzion, Rehovot, Tel Aviv, Holon, Bat Yam, Bnai Brak Ariel & Judea and Samaria: (03) 5501128

**Jerusalem & parts of Judea and Samaria:** (02) 6794242

**South:** Ashdod, Beer Sheva, the Negev 052-3410984

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### Employment Centers for New Olim and Returning Residents

Afula- 3 Rehov Yerushalayim (04) 6424112

Ashdod- 5 Rehov HaBanim 073-7060868

Ashkelon- 5 Rehov Herzl 073-7060493/4

Beer Sheva - 10 Rehov Ben Tzvi 073-7069653/5

Carmiel - 1 Rehov HaEmek (04) 6667601

Hadera - 39 Rehov Herbert Samuel (04) 6703031

Haifa -63 Rehov Herzl (04) 9127541

Haifa Bay - 177 Rehov HaHistadrut (04) 6889981

Jerusalem - 12 Rehov Hillel (02) 5023493

Kiryat Gat- 3 Kikar Paz 073-7060488

Nahariya - 1 Rehov HaGa'aton (04) 6663830

Netanya - 18 Rehov Pinsker (09) 7883366

Petach Tikva- 6 Rehov Molhiver, Kenyon Baruch (03) 7588532

Ramle - 118 Rehov Herzl (08) 6218437

Rishon LeTzion- 18 Rehov Jabotinsky (03) 5413986

Tel Aviv - 163 Rehov Dizengoff (03) 7512221

Tiberias- 62 Rehov Alhadif (04) 6439731

Upper Nazareth- Ofer Center (04) 6668515

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### Local Authority Information Lines

*(Moked Ironi)*

106/7

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### Government Information and Services Website

[www.gov.il](http://www.gov.il)



[www.jewishagency.org](http://www.jewishagency.org)

### Main Office

48 Rehov King George  
Jerusalem

(02) 6202222

### Public Inquiries

[PniyotTzibor@jafi.org](mailto:PniyotTzibor@jafi.org)

(02) 6204443

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### Global Centers

In Israel

S-Th, 8:00-21:00 and F, 8:00-13:30

**1-800-228-055**

United States

Russian speakers

1-866-835-0430

1-888-572-8269

Canada

Russian speakers

1-866-4218912

1-888-572-8269

Great Britain

Australia

New Zealand

India

South Africa

Argentina

Austria

Belgium

Brazil

Chile

Colombia

Denmark

Finland

France

Germany

Holland

Hungary

Italy

0-800-851-8227

1-800-445-781

0-800-448591

000-800-972-1056

0-800-996-886

0-800-666-2093

0-800-281-587

0-800-70967

0-800-891-8023

123-002-07904

0-1800-915-7121

00-800-5394-7424

990-800-5394-7424

0-800-916647

0-800-181-9271

0-800-022-1498

680-014-267

00-800-47723528

Latvia	800-03520
Lithuania	880-030961
Mexico	001-877-684-55-52
Norway	00-800-5394-7424
Panama	011-00800-226-5000
Peru	0800-54407
Portugal	800-814843
Russia	8800-333-7460
Spain	900-931-828
Sweden	00-800-5394-7424
Switzerland	00-800-477-23528
Ukraine	0800-50
Uruguay	000-405-4416
Venezuela	0-800-100-5616

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## Nefesh B'Nefesh

[www.nbn.org.il](http://www.nbn.org.il)

5 Rehov Nachum Hefzadi  
Jerusalem 95484

(02) 6595800  
Fax: (02) 6595701

Post-Aliyah Support

(02) 6595812

North America  
[nbnusa@nbn.org.il](mailto:nbnusa@nbn.org.il)

1-866-4-ALIYAH

50 Eisenhower Drive  
Paramus, NJ

### United Kingdom

[uk@nbn.org.il](mailto:uk@nbn.org.il)

JNF House, Spring Villa Park  
Edgware, Mddx, HA8 7ED UK

0-800-075-7200

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## The United Kibbutz Movement

[www.kibbutz.org.il](http://www.kibbutz.org.il)

13 Rehov Leonardo Davinci  
Tel Aviv

(03) 6352961



## Religious Kibbutz Movement

[www.kdati.org.il](http://www.kdati.org.il)

7 Rehov Dubnov  
Tel Aviv

(03) 6072777

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## The Population and Immigration Authority

(Misrad HaPnim)  
[www.piba.gov.il](http://www.piba.gov.il)

National Information Line

\*3450/1-222-3450

4 Rehov Hatikva  
[Beer Sheva](#)

15 A Rehov HaPalyam  
[Haifa](#)

1 Rehov Shlomtzion HaMalka  
[Jerusalem](#)

125 Derech Begin  
[Tel Aviv](#)

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

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## The National Insurance Institute

[www.btl.gov.il](http://www.btl.gov.il)

**National Information Line**

\*6050 / (04) 8812345

**Reserve Duty Information Line**

(02) 6463010

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### District Offices

31 Rehov Shazar  
[Beer Sheva](#)



8 Rehov HaPalyam

Haifa

4 Rehov Shimon Ben Shetach

Jerusalem

17 Rehov Yitzhak Sadeh

Tel Aviv

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

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## The Ministry of Social Equality

[www.gov.il/he/departments/topics/senior\\_citizens\\_subject](http://www.gov.il/he/departments/topics/senior_citizens_subject)

Information Line

\*8840/(08) 6260840

For information about the Senior Citizen's Certificate

(02) 6547025

Fax: (02) 6547049

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## The Customs Authority

[www.taxes.gov.il/customs/Pages/TaxesCustomsLobby.aspx](http://www.taxes.gov.il/customs/Pages/TaxesCustomsLobby.aspx)

Ben Gurion Airport

(03) 9751111

Customs House

Lod

2 Rehov HaBanim

(08) 8510610

P.O.B. 241

Ashdod

66 Rehov Kanfei Nesharim

(02) 6545555

Jerusalem

3 Rehov Sha'ar HaNamal

(04) 8354811

Haifa

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



## National Employment Service

[www.taasuka.gov.il](http://www.taasuka.gov.il)

National Telephone Information Line

\*9687/077-2718800

21 Rehov Yaffo, opposite Kikar Safra  
Jerusalem

125 Derech Begin  
Tel Aviv

60 Rehov Shivat Tzion  
Haifa

4 Rehov HaTikva  
Beer Sheva

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

## Income Tax Authority

[www.mof.gov.il](http://www.mof.gov.il) | [taxes@mof.gov.il](mailto:taxes@mof.gov.il)

66 Rehov Kanfei Nesharim  
Jerusalem

(02) 6545222

125 Sderot Begin  
Tel Aviv

(03) 7633333

15 Sderot HaPalyam  
Haifa

(04) 8630400

Beit Oshira  
31 Rehov Shazar  
Beer Sheva

(08) 6293555

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



## The Ministry of Education

[www.education.gov.il](http://www.education.gov.il) | [info@education.gov.il](mailto:info@education.gov.il)

Ministry of Education Information and Open Line for Students

1-800-222-003

### Bureau for the Evaluation of Foreign Academic Degrees and Diplomas

<http://cms.education.gov.il/EducationCMS/Units/KishreiChutz/HaharachatTeharimAcademyim/GuidelinesEvaluation.htm>

22 Rehov Kanfei Nesharim  
Jerusalem (02) 5601684

15 Rehov HaPalyam  
Haifa 073-3938242

4 Rehov HaTikva  
Beer Sheva (08) 6263255

## Ministry of Labor, Social Affairs, and Social Affairs

[www.molsa.gov.il/MisradHarevacha/HomePageMenu/CommunityInfo/SocialWorkersRegistration/](http://www.molsa.gov.il/MisradHarevacha/HomePageMenu/CommunityInfo/SocialWorkersRegistration/)

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

## The Israel Auditors Council

[www.justice.gov.il](http://www.justice.gov.il)

22 Rehov Beit HaDfus  
P.O.B. 34357  
Jerusalem 9548326 (02) 6549333/Ext. 1  
Fax: (02) 6467937



## Ministry of Economy and Industry

[www.gov.il/he/Departments/ministry\\_of\\_economy](http://www.gov.il/he/Departments/ministry_of_economy)

### Unit for Electricity and Electronics

[lfat.Aroch@mof.gov.il](mailto:lfat.Aroch@mof.gov.il)

Registration and licensing for electricians

(Postal address) 8 Rehov King David (02) 6662030  
Jerusalem

(Public-reception address) 24 Rehov Kanfei Nesharim  
Jerusalem

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### Unit for Registration of Engineers and Architects

Recognition and authorization for engineers and architects.

24 Rehov Kanfei Nesharim (02) 5550662  
Jerusalem

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## The Ministry of Health

[www.health.gov.il](http://www.health.gov.il)

2 Rehov Ben Tabai  
Jerusalem

### "Kol HaBriut" Telephone Information Service

[Call.Habriut@moh.health.gov.il](mailto:Call.Habriut@moh.health.gov.il) \*5400 / (08) 6241010  
Fax: (02) 5655969

Operates in English, French, Russian, Hebrew, and Arabic

### The Medical Translation Line- the Ministry of Health

This services enables translation during a meeting between a patient and a care provider in the following languages: Russian, Arabic, French, Amharic, and Tigris. For details, call \*5400.



## The National Health Insurance Public Ombudsman

kvilot@moh.health.gov.il

39 Rehov Yermiyahu P.O.B. 1176  
Jerusalem 9101002

\*5400/(08) 6241010  
Fax: (02) 5655981

### Public Inquiries

pniot@moh.health.gov

39 Rehov Yermiyahu  
Jerusalem 9101002

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

### Department of Medical Professions

39 Rehov Yermiyahu  
Jerusalem Fax:

(08) 6241010 /\*5400  
(02) 5655969

### Nursing Division

39 Rehov Yermiyahu  
Jerusalem

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

### Department of Dental Health

39 Rehov Yermiyahu  
Jerusalem

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

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## Ministry of Agriculture

### Veterinary Services Unit

[www.vetserv.moag.gov.il/Vet/shirutim/Rishui/](http://www.vetserv.moag.gov.il/Vet/shirutim/Rishui/)

P.O.B. 12  
Beit Dagan

(03) 9681612

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## Central Committee of the Israel Bar

[www.israelbar.org.il](http://www.israelbar.org.il)  
[mitmahim@israelbar.org.il](mailto:mitmahim@israelbar.org.il)

1 Rehov Chopin  
Jerusalem

1-599-500-606

10 Rehov Daniel Frish  
Tel Aviv

(03) 6362200

[vaadmerkazi@israelbar.org.il](mailto:vaadmerkazi@israelbar.org.il)



## The Ministry of Construction and Housing

### The National Center for Participation in Mortgages for Persons Age 70 and Up

Telephone Line 1-800-800-214

### Housing Assistance Companies

[www.moch.gov.il/siyua\\_bedyur/Pages/hevrot\\_harshama.aspx](http://www.moch.gov.il/siyua_bedyur/Pages/hevrot_harshama.aspx)

#### Amidar

[www.amidar.co.il](http://www.amidar.co.il)

Information Number

1599-563-007

#### Alonim-M.A.G.A.R.

[www.mgar.co.il](http://www.mgar.co.il)

Information Number

\*8583

#### Milgam

[www.milgam.co.il](http://www.milgam.co.il)

Information Number

1599-563-007

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## I.D.F. Induction Centers

[www.mitgaisim.idf.il](http://www.mitgaisim.idf.il)

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

103 Rehov Rashi  
Jerusalem

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

12 Rehov Omar Al Kayam  
Haifa

22 Rehov Yad VaShem  
Beer Sheva

Rehov Alhadif  
Tiberias

See the website for more information.



## The Public Ombudsman of the State Comptroller's Office

[www.mevaker.gov.il](http://www.mevaker.gov.il)  
[ombudsman@mevaker.gov.il](mailto:ombudsman@mevaker.gov.il)

2 Rehov Mevaker HaMedina, P.O.B. 1081  
Jerusalem 9101001

Fax: (02) 6529322

## Authority for Consumer Protection Ministry of Economy

Commissioner for Consumer Protection  
5 Rehov Bank of Israel  
Jerusalem

\*6680/(02) 3596000  
Fax: (02) 6662590

### Israel Consumer Council

[www.consumers.org.il](http://www.consumers.org.il)  
[moatza@consumers.org.il](mailto:moatza@consumers.org.il)

P.O.B. 20413, Tel Aviv

1-700-727-888

### Consumer Protection Authority Of the Histadrut

5 Rehov Bank of Israel  
Jerusalem

(02) 6739681  
Fax: (02) 6739674

## The Ministry of Transportation and Road Safety

[www.gov.il/he/Departments/ministry\\_of\\_transport\\_and\\_road\\_safety](http://www.gov.il/he/Departments/ministry_of_transport_and_road_safety)

National Telephone Information Center

1-222-56-78/\*5678

### Licensing Bureaus

(selected list)

17 Rehov HaTnufa  
Caruso Building  
Talpiot, Jerusalem



Clal Center  
97 Rehov Yaffo  
[Jerusalem](#)

1 Rehov HaLohemim  
Tel Giborim  
[Holon](#)

2 Rehov Edison  
[Haifa Bay](#)

5 Rehov Manof  
Emek Sarah  
[Beer Sheva](#)

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

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### **Photography Centers**

Contact a local authority information line or the Ministry of Transportation Information Line, The Ministry of Transportation Information Line, or see the Ministry website for information on local official photography centers for driver's licenses.

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### **Citizens Advice Bureaus –“Shil”**

[www.shil.info](http://www.shil.info)

National Information Line

118

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### **Nativ- National Conversion Authority**

[nativhagiur.org.il](http://nativhagiur.org.il)

National Information Line

1-800-210-558

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## English-Speaking Immigrant Organizations

### Association of Americans and Canadians in Israel (AACI)

[www.aaci.org.il](http://www.aaci.org.il)

[info@aaci.org.il](mailto:info@aaci.org.il)

The AACI serves English-speaking immigrants from all countries.

37 Rehov Pierre Koenig  
Jerusalem

(02) 5617151

Fax: (02) 5661186

9 Rehov Marmorek  
Tel Aviv

(03) 6960389

Fax: (03) 6960401

28 Rehov Shmuel HaNatziv  
Netanya

(09) 8330950

Fax: (09) 8629183

Matnas "Yud Aleph"  
Rehov Mordechai Namir  
Beer Sheva

(08) 6434461

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

32 Rehov Tuval  
POB 3624  
Tel Aviv  
[Israel@UJIA.org.il](mailto:Israel@UJIA.org.il)

(03)6965244

Fax: (03) 6968696

Moshav Meona  
P.O.B. 5144

(04) 9975166

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### South African Zionist Federation

[www.telfed.org.il](http://www.telfed.org.il)

[telfed@inter.net.il](mailto:telfed@inter.net.il)

Head Office  
19/3 Rehov Schwartz  
First Floor  
Ra'ananna

(09) 7446110

Fax: (09) 7446112



13 Rehov Ben Maimon  
Jerusalem

(02) 5634822

Fax: (02) 5663193

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ESRA – English Speaking  
Residents Association

[www.esra.org.il](http://www.esra.org.il)  
[esra\\_her@trendline.co.il](mailto:esra_her@trendline.co.il)

10 Rehov HaTsabarim  
Herzliya

(09) 9508371





## Other Available Publications

The following booklets are available from the Publications Department. To order, simply indicate the booklets you wish to receive and return the order form to the Publications Department, English Section, Ministry of Aliyah and Integration, P.O.B. 39080, Jerusalem, 9139002, or by fax to (02) 6241585. The publications will be mailed to you free of charge.

- Guide for the New Immigrant
- The Absorption Basket
- Employment
- Employment Centers for New Immigrants and Returning Residents- Addresses and Telephone Numbers
- 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
- Housing
- The Life Cycle in Israel
- Military Service
- Ministry of Aliyah and Integration Addresses and Telephone Numbers
- National Insurance Institute
- Retirees
- The Center for Integration in Science
- "Sela" Job-Search Workshops
- Registering for a Health Fund
- Information for Olim Newspaper
- Where to Turn

Name \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_

Date \_\_\_\_\_



## *A moment of your time!*

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

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

Airport  Ministry of Aliyah and Integration  Other (specify)

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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)

Clarity of the Text                      1      2      3      4      5

Sufficiency of Details                      1      2      3      4      5

Design of the Brochure                      1      2      3      4      5

Usefulness of the Brochure                      1      2      3      4      5

We would appreciate the following information for statistical purposes:

Profession \_\_\_\_\_ Age \_\_\_\_\_

Country of Origin \_\_\_\_\_ Year of Aliyah \_\_\_\_\_

Place of Residence \_\_\_\_\_ Date \_\_\_\_\_

Please send the completed questionnaire to the Ministry of Aliyah and Integration, Publications Department, English Section, P.O.B. 39080, Jerusalem, 9139002, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Aliyah and Integration nearest you.

*Thank you for your cooperation.*

*Best wishes for an easy and successful absorption!*



# Guide for the New Immigrant

מדריך לעולה | English

משרד העלייה והקליטה

Ministry of Aliyah and Integration



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משרד העלייה והקליטה  
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