



# Absorption First Steps

Twelfth Edition

צעדים ראשונים | אנגלית



משרד העלייה והקליטה

Ministry of Aliyah and Integration



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הודפס על ידי המדפיס הממשלתי

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*Bruchim HaBa'im LeYisrael!* Welcome to Israel!

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

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

*BeHatzlacha!* Good luck!

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

## The Ministry of Aliyah and Integration Website

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

## The Ministry of Aliyah and Integration Telephone Information Center

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

## At Ben Gurion Airport

New immigrants who enter Israel with an *oleh* (new immigrant) visa begin the absorption process at the airport. Be sure to have with you the following documents:

- Passports of all family members.
- New-immigrant visa stamped in your passport or separate from it.
- Letter from your aliyah shaliach if you have made advance arrangements.
- Birth certificates of all family members.
- Any documents that attest to family status: e.g., original divorce certificate if divorced, death certificate in the case of widow/ers, as well as documents that attest to Jewish status as necessary.
- Verification of custody of children with special needs over the age of 18.



- Divorced parents must present verification of custody of children under the age of 18, as well as signed and verified consent by the second parent to bringing the children to Israel.
- If the details on your birth certificate differ from those on your passport, you must have an apostille stamp on the certificate.

## Documents You Will Receive at the Airport

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

- *Te'udat oleh* (immigrant certificate). Single immigrants and immigrant families receive a *te'udat oleh*. The *te'udat oleh* of a new-immigrant family must have the photos of both spouses, and must list all children up to age 21 who make aliyah with the family. Children of the family over the age of 21 receive their own *te'udat oleh*.

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



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

- **Authorization of registration in the Population Registry (*sefach rishum uchlusin*)** – this serves as verification of your Israeli citizenship, and a temporary *te'udat zehut* (identity card) until you receive your permanent card from the Population and Immigration Authority. The authorization is attached to your *te'udat oleh*. When requesting assistance or services from various institutions, you will usually have to present this document. During your first few weeks in the country, you should submit a request for a permanent *te'udat zehut* at the nearest branch of the Population Authority.



- **Te'udat zehut** – in most cases, new immigrants can receive a temporary *te'udat zehut* (identity card) at the airport from a representative of the Ministry of Aliyah and Integration who is authorized by the Population and Immigration Authority. The temporary *te'udat zehut* is valid for 3 months, following which it is necessary to request a permanent *te'udat zehut* from the Population and Immigration Authority. Note that receipt of a *te'udat zehut* at the airport is a relatively new service. Check the Ministry of Aliyah and Integration website for any changes or updates.
- **Voucher covering transportation** from the airport to your destination in Israel.

**Note:** persons who receive authorization from the Ministry of Aliyah and Integration as an "immigrant citizen," are also absorbed as a "new immigrant." However, there are circumstances in which immigrant citizens are not absorbed at the airport because of technical limitations. In such circumstances, the absorption process takes place at a branch office of the Ministry of Aliyah and Integration, following arrangement of status with the Population and Immigration Authority. Immigrant citizens in this situation are still entitled to free transportation from the airport to their destination.

The absorption process for persons who receive authorization from the Ministry of Aliyah and Integration as a "returning minor" begins at a later stage, following arrangement of status with the Population and Immigration Authority and the Ministry of Aliyah and Integration. Consult with the nearest office of the Ministry for more information. Returning minors are still entitled to free transportation from the airport to their destination.

For more information, see the "Guide for the New Immigrant." Returning residents can find information on various benefits and programs on the Ministry website, [www.klita.gov.il](http://www.klita.gov.il).

## Initial Financial Assistance

New immigrants, or persons who have eligibility as a new immigrant, (i.e., immigrant citizens and returning minors) from all countries can be eligible to receive the Absorption Basket



(*sal klita*). The Absorption Basket is financial assistance for initial expenditures, rent, and living expenses.

Eligible new immigrants receive a portion of the first payments at the airport in the following manner:

- Absorption Basket: New immigrants receive the first installment of the Absorption Basket upon arrival at the airport, in order to facilitate initial arrangements. This payment is partly in cash, and partly in the form of a bank transfer. In order to receive the bank transfer it is necessary to open a bank account (see below). The remainder of the Absorption Basket is in monthly installments.
- New immigrants who have children under the age of 18 can receive National Insurance Institute child allowances directly into their bank account. In most cases, new immigrants do not need to file a claim for child allowances, unless they change status to “new immigrant” in Israel.

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

## Registering for Health Insurance

New immigrants can register for health insurance upon arrival in Israel at Ben Gurion Airport, or later at a Post Office (see below). At the airport, following receipt of the necessary documents from an absorption counselor, inform the counselor of the fund in which you prefer to register, of your spouse's choice of fund (spouses may register in different funds) and in which fund to register children below the age of 18. Family members over the age of 18 register separately, and must present their own *te'udat oleh* or that of their parents. It is advisable to research the various



funds while still abroad. You will also be able to contact friends or relations from the airport in order to consult about the choice of a fund.

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

Following registration at the airport, take your copy of the registration form to the secretariat of your chosen fund in order to receive a membership card. **Note that you are not a member of the health fund until you take this step.** For more details, see the section about registering for health insurance below.

## Baggage and Customs

Once you have completed the registration process, go to the baggage claim area, and collect your luggage. Do not leave it unattended. Afterwards, take all of your belongings through Customs Inspection where you will be required to declare goods subject to Customs duty. If you have nothing to declare you may pass through the "Green Lane." If you do have items to declare you must display your *te'udat oleh* with the exemption listed. You then go to the Customs Warehouse in order to release your shipment.



New immigrants can be eligible for Customs concessions on importation of personal items, household goods, hand-held work tools, an automobile (partial exemption), and other items. Similarly, new immigrants can be eligible for an exemption on VAT when purchasing an air conditioner **made in Israel only**.

**Note:** More information, such as importation details, period of eligibility, etc. are available from offices of the Tax Authority and the Customs Authority throughout the country, as well as the Customs Authority website: [taxes.gov.il/English/customs/Pages/TaxesCustomsLobby.aspx](https://taxes.gov.il/English/customs/Pages/TaxesCustomsLobby.aspx).



## Leaving the Airport

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

If the destination is Eilat or environs and air travel is required, the Ministry must be notified at least 2 weeks in advance.

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



## Changing Status in Israel

Persons who do not receive new-immigrant status at the airport, or who change their status to new immigrant after residing in Israel as a tourist or temporary resident, change



status at the Population and Immigration Authority: [www.piba.gov.il](http://www.piba.gov.il). The process involves supplying and verification of documents that attest to eligibility to receive Israeli citizenship according to the Law of Return. Suitable documents can include a copy of a parents' *ketubah*, or a letter from a rabbi at the synagogue with which an applicant was affiliated in their country of origin. Consult with the Population and Immigration Authority for more information.

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

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



## Important Steps to Take During Your First Few Weeks in Israel

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

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



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

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

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



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



## Opening a Bank Account

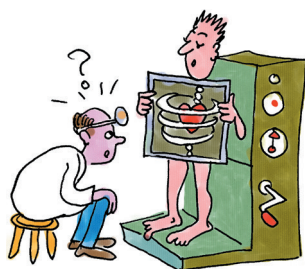
In order to receive the monthly Absorption Basket payments, it is necessary to open an account at the bank of your choice, and provide the Ministry of Aliyah and Integration with the account number and verification of a shekel deposit. It is recommended to do this within a few days of arrival in Israel. When opening a joint account, both spouses must be present at the bank. If one spouse is unable to be present at the bank, the other must have their power-of-attorney. To open an account, present the bank with your *te'udat oleh*. It is necessary to deposit at least one shekel in order to activate the account. This helps to avoid the bank returning assistance funds because the account is "inactive."

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

## Registering for Health Insurance

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

If you did not register in a health fund at the airport following arrival, or if you change your status in Israel, you



should receive a voucher along with your *te'udat oleh* that entitles you to six months of free health insurance, provided that you are not working. You then register at a local Post Office branch, where you present the following items:

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

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

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

Note that new immigrants may register at a Post Office for up to 90 days following aliyah. Following the 90-day period, registration is through the National Insurance Institute.

**Note:** returning Israeli citizens must arrange to pay any outstanding obligations to the National Insurance Institute in order to receive health insurance. Consult with a personal absorption counselor or the National Insurance Institute, and view information on the Ministry of Aliyah and Integration or the National Insurance



Institute websites for details ([www.klita.gov.il](http://www.klita.gov.il) or [www.blit.gov.il](http://www.blit.gov.il)). Health fund membership entitles the basic, universal “Basket of Health Services” mandated by law. Members can also acquire a supplementary insurance package, “*bituach mashlim*,” for an additional monthly fee. Terms and benefits of supplementary insurance vary according to fund; it is worthwhile checking what each health fund can offer before making a final decision about which to join.

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

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

## Registering for Hebrew Ulpan

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

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



## **Note the following important points regarding ulpan study:**

- Personal absorption counselors at the Ministry of Aliyah and Integration can only provide information and advice regarding Hebrew study options, as well as arrange for a subsidy of ulpan studies. While counselors can assure placement in an ulpan, they cannot guarantee placement in any specific ulpan at a specific time. If there is no class available in your immediate area, the counselor will refer you to an ulpan in the nearest possible location. For details, consult with a counselor.
- In addition to the standard ulpan-study track, which is under the auspices of the Ministry of Education, the Ministry of Aliyah and Integration operates the “Voucher Program,” which participates in the costs of Hebrew-language study courses in private frameworks. New immigrants can use their eligibility to study Hebrew in both the Ministry of Education ulpan programs, and with the vouchers for study in a private framework. More information is available from personal absorption counselors.
- Students or candidates for admission at an institution of higher education in Israel should contact the Student Authority. The Student Authority can provide information about Hebrew-study opportunities especially for students (see Useful Addresses and section below entitled “The Student Authority”).

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





Before completing ulpan, you should begin preparations for finding employment. The first thing to arrange is translation of educational documents (diplomas, transcripts, etc.), and documents that testify to work experience, if they are not in Hebrew or English. Translated diplomas must be notarized. Also contact the appropriate regulating body to ascertain requirements for working in your profession in Israel, e.g., exams, licensing procedures, internships, etc. Consult a personal absorption counselor and the relevant licensing body for information.

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

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

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

There are two methods for submitting degrees for evaluation:

1. By mail: photocopy all required documents (see the Ministry of Education website [[www.education.gov.il](http://www.education.gov.il)] of a list of required documents). An attorney should verify each copy as faithful to the original "*ne'eman lemakor*." The verification must include the attorney's full name and license number. It is also necessary to fill out a request form that is available for



download from the Ministry website. Send the form and the documents to:

The Ministry of Education

The Bureau for Evaluation of Foreign Academic Degrees and Diplomas

22 Rehov Kanfei Nesharim, Jerusalem 9546434.

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

Applicants must supply a notarized translation of all relevant documents that are not in Hebrew or English.

2. In person: applicants may appear in person at one of the Bureau locations (see Useful Addresses) and supply all of the necessary documents (**originals and photocopies**) as well as the request form that is available for download on the Ministry website.

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



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

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



As indicated above, in most cases, new immigrants receive a temporary *te'udat zehut* upon arrival at Ben Gurion airport. This temporary *te'udat zehut* is valid for 3 months. Close to the end of the three-month period, new immigrants should apply to the Population and Immigrant Authority for a permanent *te'udat zehut*. Immigrants who do not receive their *te'udat zehut* at the airport are entered into the Population Registry by the Population and Immigration Authority and issued an authorization of registration. This authorization is in place of the permanent *te'udat zehut*. In order to apply for a permanent *te'udat zehut*, each spouse and each child over the age of 16 must appear in person at a Population Registry office (*minhal uchlusin*).

Supply the following:

- Authorization of registration in the Population Registry or temporary *te'udat zehut*.
- *Te'udat oleh*
- A completed "*she'elon rishum leoleh*" form.
- Completed request form—"tofes bakasha lekabalat *te'udat zehut*."

- Original birth certificate or an original photocopy of the birth certificate.
- Foreign passport with new-immigrant visa.
- Official documentation of marital status (marriage certificate, authorization of divorce, etc.) and photocopies

Note that you can download many of the required forms from the Population and Immigration Authority website, [www.piba.gov.il](http://www.piba.gov.il).

Applicants may also have to supply proof of being Jewish, such as parents' marriage certificate, a letter from a local rabbi, etc. For more information, contact the Population and Immigration Authority. See Useful Addresses.



## Registering Children in School, Kindergarten, and Pre-Kindergarten

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

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

Registration for primary school, kindergarten, and pre-kindergarten is generally at the Department of Education (*Machleket Chinuch*) of the local authority. In most locations, the information line of the local authority is 106/7.

### Bring the following documents:

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



Additional documents may be required. In order to find out exactly which documents you must provide, check with the Department of Education.

Registration for high school is usually through the school itself. For more information on the educational system in Israel, see the booklet entitled "Education," available from the Publications Department (see order form at the back of this booklet).

New-immigrant students may be entitled to various forms of



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

## Higher Education

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

## The English-Speaking Immigrant Organizations

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



## Additional Steps to Take During Your First Months in Israel

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

- Once you start working, obtain an income-tax exemption from the Income Tax Authority (*Mas Hachnasa*).
- Investigate eligibility for a discount on municipal tax (*arnona*) at the offices of your local municipal authority.
- Convert your foreign driver's license to an Israeli license through the Licensing Bureau (*Misrad HaRishui*). New immigrants have three years in which to do so (one year for returning residents) but may only drive on a foreign license for one year.
- Claim the lift ("container") you sent from your country of origin.

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



## Useful Addresses and Telephone Numbers

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

### Emergency Numbers

|                                                                |                      |
|----------------------------------------------------------------|----------------------|
| Police                                                         | <b>100</b>           |
| Magen David Adom                                               | <b>101</b>           |
| United Hatzala                                                 | <b>1221</b>          |
| Fire Department                                                | <b>102</b>           |
| Eran Emotional First Aid                                       | <b>1201</b>          |
| Ministry of Labor, Social Affairs, and Social Services Hotline | <b>118</b>           |
| Domestic Violence Hotline                                      | <b>1-800-220-000</b> |
| Victims of Sexual Assault                                      | <b>1202</b>          |
| Home Front Command                                             | <b>104</b>           |



## Ministry of Aliyah and Integration

www.klita.gov.il  
info@moia.gov.il

### **Main Office**

2 Rehov Kaplan (02) 6752611  
Kiryat Ben Gurion  
Jerusalem

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National Telephone Information Center (03) 9733333/\*2994

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Public Inquiries (02) 6752765

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

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

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Publications Department Fax: (02) 6241585

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**Haifa and Northern District Headquarters** (04) 8631111  
15 Rehov HaPalyam Fax: (04) 8622589  
Haifa

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**Tel Aviv and Central District Headquarters** (03) 5209112  
6 Rehov Esther HaMalka Fax: (03) 5209121  
Tel Aviv

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## Branch and District Offices

Ashdod and Ashkelon  
Kiryat HaMemshela  
1 Sderot Menachem Begin  
[Ashdod](#)

1-599-500-914  
Fax: (08)8668030

Haifa and the Kraiyot  
15 Rehov HaPalyam  
[Haifa](#)

1-599-500-922  
Fax: (04) 8632336

Jerusalem and Judea  
15 Rehov Hillel  
[Jerusalem](#)

1-599-500-923  
Fax: (02) 6249398

Netanya and the Sharon  
3 Rehov Bareket  
[Netanya](#)

1-599-500-905  
Fax: (09) 8629435

Petach Tikva and the Shfela  
26 Rehov HaHistadrut  
[Petach Tikva](#)

1-599-500-907  
Fax: (03) 9312606

Rishon LeTzion and Holon  
3 Rehov Yisrael Galili  
[Rishon LeTzion](#)

1-599-500-910  
Fax: (03) 9525893

Tel Aviv  
6 Rehov Esther HaMalka  
[Tel Aviv](#)

1-599-500-901  
Fax: (03) 5209173

Upper Nazareth  
52 Rehov HaMalacha  
[Upper Nazareth](#)

1-599-500-903  
Fax: (04) 6564019

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## Center for Absorption in Science

[www.moia.gov.il/Hebrew/Subjects/ResearchAndScience/Pages/default.aspx](http://www.moia.gov.il/Hebrew/Subjects/ResearchAndScience/Pages/default.aspx)

### Technology and Exact Science

(02) 6214664

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

### Social Sciences

(02) 6214596

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

### Medical and Life Sciences

(02) 6214653

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

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## Local Authority Information Lines

### 106/7/8

*(Moked Ironi)*

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## The Jewish Agency

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

### Main Office

(02) 6202222

48 Rehov King George  
Jerusalem

### Jewish Agency Global Centers

In Israel

1-800-228-055

United States

1-866-835-0430

Canada

1-866-4218912

Great Britain

0-800-404-8984

Australia

1-800-445-781

New Zealand

0-800-448591

India

000-800-972-1056

South Africa

0-800-996-886

See the Jewish Agency website for numbers in other countries.



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

### National Telephone Information Center

\*3450

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

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

9 Rehov Katznelson  
[Ashkelon](#)

4 Sd. HaTikva  
[Beer Sheva](#)

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

89 Rehov Hazon Ish  
[Bnai Brak](#)

140 Rehov Weizmann  
[Cfar Saba](#)

HaKenyon HaAdom  
[Eilat](#)

15 Rehov HaPalyam  
[Haifa](#)

2 Rehov Hadar  
[Herzlia](#)

1 Rehov Shlomtzion HaMalka  
[Jerusalem](#)



1 Rehov HaTilton  
[Modi'in](#)

13 Rehov Remez  
[Netanya](#)

6 Rehov Mohliver  
[Petach Tikva](#)

2 Rehov Bialik  
[Ramat Gan](#)

3 Yisrael Galilee  
[Rishon LeTzion](#)

4 Rehov Binyamin  
[Rehovot](#)

125 Derech Begin  
[Tel Aviv](#)

4 Rehov Weizmann  
[Tzfat](#)

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## The National Insurance Institute

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

[National Information Line](#)

\*6050

### District Offices

31 Rehov Shazar  
[Beer Sheva](#)

8 Rehov HaPalyam  
[Haifa](#)

4 Rehov Shimon Ben Shetach  
[Jerusalem](#)



17 Rehov Yitzhak Sadeh  
Tel Aviv

Call a local authority information line (106/7), contact 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 Customs Authority

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

Ben Gurion Airport (03) 9751111  
Customs House  
Lod

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

66 Rehov Kanfei Nesharim (02) 6545555  
Jerusalem

125 Derech Begin (03) 6369444  
Tel Aviv/Jaffa

3 Rehov Sha'ar HaNamal (04) 8354811  
Haifa

HaKenyon HaAdom (08) 6383888  
Eilat

31 Rehov Shazar (08) 6293333  
Beer Sheva

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

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## 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 (02) 6545222  
[Jerusalem](#)

125 Sderot Begin (03) 7633333  
[Tel Aviv](#)

15 Sderot HaPalyam (04) 8630400  
[Haifa](#)

Beit Oshira (08) 6293555  
31 Rehov Shazar  
[Beer Sheva](#)

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

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## 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](#) 1-800-250-025

[Bureau for the Evaluation of Foreign Academic Degrees and  
Diplomas](#)

22 Rehov Kanfei Nesharim (02) 5601684  
[Jerusalem](#)

15 Rehov HaPalyam (04) 8632566  
[Haifa](#)



4 Rehov HaTikva  
Beer Sheva

(08) 6263255

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

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

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 91342

(02) 6549333  
Fax: (02) 6467937

## Ministry of Economy and Industry

[www.moital.gov.il](http://www.moital.gov.il)  
Unit for Electricity and Electronics  
[Ifat.Aroch@moital.gov.il](mailto:Ifat.Aroch@moital.gov.il)

Registration and licensing for electricians  
(Postal address) 8 Rehov King David  
Jerusalem

(02) 6662030

(Public-reception address) 24 Rehov Kanfei Nesharim  
Jerusalem



## Unit for Registration of Engineers and Architects

Recognition and authorization for engineers and architects.

24 Rehov Kanfei Nesharim  
Jerusalem

(02) 5550662

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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 \*5400 / (08) 6241010  
Call.Habriut@moh.health.gov.il Fax: (02) 5655969  
S-Th: 8:00-19:00, Fridays and holiday eves, 8:00- 13:00  
Operates in English, French, Russian, Hebrew, and Arabic

## The National Health Insurance Public Ombudsman

kvilot@moh.health.gov.il  
39 Rehov Yermiyahu  
Jerusalem 9101002

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

## Public Inquiries

[pniot@moh.health.gov](mailto:pniot@moh.health.gov)

39 Rehov Yermiyahu  
Jerusalem 9101002

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

## Department of Medical Professions

39 Rehov Yermiyahu  
Jerusalem

(08) 6241010 /\*5400

## Nursing Division

39 Rehov Yermiyahu  
Jerusalem

(08) 6241010/\*5400



## Department of Dental Health

39 Rehov Yermiyahu (08) 6241010/\*5400  
Jerusalem

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## Veterinary Services Unit- Ministry of Agriculture

[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)

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## I.D.F. Induction Centers

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

National Meitav (Induction) Information Line

(03) 7388888

103 Rehov Rashi  
Jerusalem

Tel HaShomer

(main induction center)

12 Rehov Omar Al Kayam  
Haifa

22 Rehov Yad VaShem  
Beer Sheva

Rehov Nazareth, next to National Insurance Institute Bldg.  
Tiberias

See the Army website for more information.

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## The Ministry of Transportation

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

National Telephone Information Center

\*5678

### Licensing Bureaus

(selected list)

17 Rehov HaTnufa  
Caruso Building  
[Talpiot, Jerusalem](#)

Clal Center  
97 Rehov Yaffo  
[Jerusalem](#)

1 Rehov HaLohemim  
Tel Giborim  
[Holon](#)

2 Rehov Edison  
[Haifa Bay](#)

33 Sderot Shazar

Beit Noam  
[Beer Sheva](#)

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

## English-Speaking Immigrant Organizations

### [Association of Americans and Canadians in Israel \(AACI\)](#)

The AACI serves English-speaking immigrants from all countries.

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

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

37 Rehov Pierre Koenig  
Jerusalem

(02) 5617151

Fax: (02) 5661186



94 Rehov Allenby  
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

(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  
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  
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, 15 Rehov Hillel, Jerusalem 9458115. The publications will be mailed to you free of charge.

- |                                                                            |                                                               |
|----------------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Guide for the New Immigrant                       | <input type="checkbox"/> Health Services in Israel            |
| <input type="checkbox"/> The Absorption Basket                             | <input type="checkbox"/> Housing                              |
| <input type="checkbox"/> ConsumerFocus Magazine                            | <input type="checkbox"/> The Life Cycle in Israel             |
| <input type="checkbox"/> Employment                                        | <input type="checkbox"/> Military Service                     |
| <input type="checkbox"/> Education                                         | <input type="checkbox"/> National Insurance Institute         |
| <input type="checkbox"/> Information for Immigrant Students                | <input type="checkbox"/> Retirees                             |
| <input type="checkbox"/> First Steps                                       | <input type="checkbox"/> Regulated Professions-Where to Apply |
| <input type="checkbox"/> Guarding Your Health in Israel                    | <input type="checkbox"/> Computer and Hi-Tech Professionals   |
| <input type="checkbox"/> A Guide to Services for Persons with Disabilities | <input type="checkbox"/> Scientists and Researchers           |
| <input type="checkbox"/> A Guide to Transportation in Israel               | <input type="checkbox"/> Where to Turn                        |
| <input type="checkbox"/> A Guide to Ulpan Study                            | <input type="checkbox"/> Registering for a Health Fund        |
|                                                                            | <input type="checkbox"/> Information for Olim Newspaper       |
|                                                                            | <input type="checkbox"/> Shiluv Magazine                      |

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Date \_\_\_\_\_



## A moment of your time!

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

1. Where did you get the brochure "Absorption First Steps?"

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

*Thank you for your cooperation.*

*Best wishes for an easy and successful absorption!*

