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Employment

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# Employment

4<sup>th</sup> Edition

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Ministry of Immigrant Absorption**

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## Introduction – Employment in Israel

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In a relatively short period of time, Israel has created a modern national economy that has undergone enormous changes throughout the years. Initially the economy was based on agriculture, commerce, and light industry. Today the nation boasts internationally competitive industries in hi-tech, research and development, communications, and medical technologies. The country's achievements have come about despite severe shortages of natural resources. Israel is actively pursuing development of technology-oriented industries and continues to emphasize export-oriented growth. Over the past few years, there has been a growing trend towards increased privatization, with some sectors of the economy shrinking while others expand.

At the same time, however, it is important to note that the Israeli job market is vulnerable to world trends and economic forces, as well as domestic fluctuations. As a result, varying degrees of opportunities exist at any given time.



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**Note:** This is the fourth edition of this booklet, and hereby nullifies previous editions. The information 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 Trade, Industry, and Labor, the Ministry of Immigrant Absorption, and other official bodies will prevail.

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## Finding Employment

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Whether you are a fairly new immigrant, or have been in the country for several years, your employment situation is obviously a crucial factor in successful absorption. It is with this in mind that this booklet presents the collected advice of National Employment Service counselors, immigrant association job development professionals, and other experts. Keep in mind that whether you are looking for your first job in the country, or making your next career move, the search requires determination, flexibility, creativity, and perseverance.

In order to obtain permanent employment in Israel, it is usually necessary to have new immigrant status.

The information in this booklet is general, but is backed up by a series of more detailed brochures for individual professions. See the order form at the back of this booklet.

### Official Frameworks for Finding Employment

#### Assistance from the Ministry of Immigrant Absorption

##### **Personal Employment Plan**

Your Ministry of Immigrant Absorption personal absorption counselor will work with you to devise an employment track that suits your needs. Assistance can include access to the Ministry's database of employment openings, referrals to training or retraining courses, and participation in salaries.



## **Assured Income**

During your first year following aliyah, following the conclusion of Absorption Basket payments, you can receive assured income payments from the Ministry during your job search. To be eligible, you must register with your personal absorption counselor, and report to the counselor according to your personal employment program. Consult with a personal absorption counselor at a branch office of the Ministry of Immigrant Absorption for details.

## **Employment Centers for Olim**

New immigrants are invited to consult with an Employment Center for Olim. The Centers offer counseling by vocational psychologists and placement experts, who design an individual strategy for each job seeker, and guide them during the search. Employment Centers for Olim are intended for immigrants who have been in the country for up to 10 years, who have either a high school or post-high-school education, or a profession, and who have not previously received any employment assistance from the Ministry of Immigrant Absorption, financial assistance from the Student Authority, or financial assistance for study in a course at an Employment Center for Olim. Also eligible are returning residents within 2 years of returning to Israel.

Note that Centers do not serve those that require a license to practice their profession.

Among the services offered are:

- Vocational assessment and development of a personalized job-search strategy.
- Hebrew proficiency assessment.
- Job-search tools such as professional Hebrew terminology, preparing a curriculum vitae (resume), and simulated job-interviews.



Note that if you have already received services from an Employment Center in the past, you are eligible for job-placement services only.

Apply through a personal absorption counselor at the nearest office of the Ministry of Immigrant Absorption. See Useful Addresses. More information is also available from the Ministry of Immigrant Absorption Website: [www.moia.gov.il](http://www.moia.gov.il), and from the booklet entitled "Employment Centers for Olim", available from the Publications Department. See the order form at the back of this booklet.

## **Vocational Ulpan**

Knowledge of Hebrew is an essential tool for job success. The Ministry of Immigrant Absorption administers a network of vocational ulpanim for specific professions that incorporate basic Hebrew study (*ulpan aleph*) with professional terminology. Vocational ulpanim are available for engineering and medical professionals. Each ulpan class is complimented by the services of a vocational psychologist and other employment experts. Courses also include English and computer skills as needed. Note that vocational ulpan is not always available at all locations and at all times. Consult with your personal absorption counselor for updated information.

The Ministry of Immigrant Absorption organizes preparatory courses for certain types of professionals who must undergo examinations or qualifying procedures in order to receive a license to practice in Israel. Consult with a personal absorption counselor for information specific to your profession.

## **Courses**

The Ministry of Immigrant Absorption participates in the costs for eligible participants in courses organized by government ministries or public bodies. Participants in private courses that are not organized by a government or public body, or have not received official



recognition, may be eligible for participation in the costs up to a set limit. This is on condition that an absorption counselor at the Ministry of Immigrant Absorption certifies that participation in the course can significantly increase the chances of finding employment.

## **Licensing Fees**

New immigrants who participate in preparatory courses for licensing exams for specific professions can be entitled to a refund of the exam fee. In order to receive a refund, it is necessary to present a receipt for payment of the exam fee to a personal absorption counselor at a branch office of the Ministry of Immigrant Absorption.

## **Travel Expenses**

New immigrants who study in courses that are located outside of their communities can be eligible for participation in travel expenses. Details are available from a personal absorption counselor at a branch office of the Ministry of Immigrant Absorption.

## **Evening Courses**

The Ministry of Immigrant Absorption occasionally organizes evening courses for working immigrants designed to improve their qualifications and to help obtain employment that is more commensurate with their skills. Information on courses and registration is available from a personal absorption counselor at a branch office of the Ministry of Immigrant Absorption.

## **Participation in Salaries**

The Ministry of Immigrant Absorption promotes the employment of new immigrants in employment by participating in their salaries (up to a limited amount). Assistance is given directly to the employer upon the employer's application to the Ministry. The employer must meet eligibility criteria for assistance, including a commitment to the continued employment of the immigrant following the assistance period.



## **Assistance to Immigrant Scientists**

The Center for Absorption in Science of the Ministry of Immigrant Absorption assists new immigrant and returning resident scientists, researchers, and engineers, who are engaged in research and development. The Center partially subsidizes salaries, and helps to create new job openings through various projects. For further details, refer to the brochure entitled "Scientists and Researchers," available from the Publications Department. See the order form at the back of this booklet. Information is also available from the Ministry of Immigrant Absorption Website: [www.moia.gov.il](http://www.moia.gov.il).

## **Assistance to Artists, Writers, and Athletes**

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

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

Details are also available from the Ministry of Immigrant Absorption Website: [www.moia.gov.il](http://www.moia.gov.il). You can also consult the booklet entitled "Artists, Writers, and Athletes," available from the Publications Department. See the order form at the back of this booklet.

## **Employment Fairs**

Employment fairs are organized from time to time by the Ministry of Immigrant Absorption in conjunction with representatives of various employers. At an employment fair you could have the opportunity to practice interviewing with potential employers, become acquainted with companies and organizations in areas of interest to you, and to



investigate the requirements of various employers. Information about employment fairs can be obtained from the press, or from district offices of the Ministry of Immigrant Absorption.



## The Israel Employment Service

The Israel Employment Service, a division of the Ministry of Industry, Trade, and Labor, is a government employment service. Assistance includes job placement and referrals to training courses. The Service differentiates between academics / professionals and non-academics, and offers separate services, either in a separate unit of the Employment Service office, or on different premises. You can locate the office nearest you via the Employment Service Website: [www.taasuka.gov.il](http://www.taasuka.gov.il).

The first time that you go to an Employment Service office, bring with you a copy of your degree(s)/diploma(s), your *te'udat oleh*, and your *te'udat zehut*. It is usually necessary to first have your degree certified by the Bureau for Evaluation of Overseas Degrees of the Ministry of Education. You will also need to have a Hebrew version of your CV. If necessary, an Employment Service clerk can assist you in preparing a CV.

Job seekers are required by law to register with the Employment Service in order to receive unemployment benefits **following** their first year in the country. During your first year you can receive assistance from the Ministry of Immigrant Absorption.

## Looking for Employment on Your Own

Beyond the assistance given by various official bodies, in most cases you will find that you will have to search for employment on your own. There are a number of steps you can take to facilitate your job search:



- There are a number of placement companies and headhunting agencies throughout the country. You can find them on the Internet and listed in the *Dapei Zahav* (Yellow Pages) phone directory. Many agencies also advertise their services in newspaper want-ad sections.
- Most companies and businesses in Israel have Websites, which often include listings of job openings or links to their personnel departments. Even if no specific positions are posted, it can often be worthwhile to research sites in order to probe any niches you might fit.
- On-line social networking can be an excellent source of advice, job leads and tips.
- Take advantage of on-line job-listing sites such as AACI's Jobnet site ([www.jobnet.co.il](http://www.jobnet.co.il)) and refer to them often.
- The immigrant organizations can help you to locate prospective employers (see Useful Addresses).
- Many professions maintain associations in Israel, including medical professionals, social workers, accountants, and hi-tech professionals. These associations may sometimes be able to assist members in finding employment. The organizations often organize conferences and seminars that can be worthwhile to attend in order to make contacts and keep yourself updated on professional developments.
- From time to time, government agencies and commercial interests sponsor job fairs to which potential employers send representatives to recruit suitable candidates. Such fairs are a good way to familiarize yourself with Israeli companies and meet with their personnel recruiters.
- In some fields, such as social work, volunteering can be a way to get your foot in the door, keep your skills sharp, and establish a reputation. This way you will also be among the first to know when a position opens.
- Newspaper help-wanted sections regularly advertise jobs in a variety of professions. While the English-language papers carry



some ads, the majority is to be found in the Hebrew press. Some of these ads appear at least partially in English.

- Many immigrants have created employment for themselves by turning hobbies and skills into businesses such as catering services or desktop publishing.

Keep in mind that the more **flexible** you are about where you are willing to live, the more options you are likely to have. Many types of professionals, such as physicians and teachers, may find greater opportunities in peripheral regions, while computer and high tech jobs tend to be concentrated in the center of the country.

It can sometimes be to your advantage to consider accepting a **part-time** or **temporary** position, especially when the job-market is tight. This gives you an opportunity to gain experience and skills, and also demonstrates what you have to offer to an employer. In some cases this can lead to full-time employment in the long term.

No matter what your field is, it is important to have **realistic** expectations about finding your initial job in Israel. As it is difficult to predict how long it will take to find work, you should be both financially and psychologically prepared for a period of unemployment.

Finally, the ability to **network** can be your greatest asset in your job search. It is important to note that Israelis feel comfortable about seeking job lead by asking their friends and relatives for assistance. Talk to as many people as you can and let them know that you are looking for work. Many positions are filled by personal recommendations and word of mouth. If you know people who might be in a position to help you find a job, do not hesitate to ask for their assistance, and follow up on any leads that they may offer. Many positions are filled without ever being advertised.

It is unusual for new immigrants to find immediate employment in high-level positions, even if they have held similar positions before aliyah. It is often necessary to accept a position at a lower level and then work your way up.



Older job seekers and women may occasionally encounter slightly less sophisticated attitudes towards hiring than they are used to. This does not mean that they are actively discriminated against (in fact the law prohibits such discrimination) but it does mean that they may have to make more of an effort to sell themselves.

## Occupations Requiring Licensing/Special Permits

The following is a list of professions that require recognition or licensing. This list is by no means complete.

Professionals not listed here are advised to consult with their personal absorption counselor at the Ministry of Immigrant Absorption, or with the Licensing Department of the Ministry of Industry, Trade, and Labor. See Useful Addresses.

- **Accountants** – apply to the Israel Auditors Council, which will determine the necessary exams and period of internship.
- **Architects and engineers** – apply to the Registrar of Engineers and Architects of the Ministry of Trade, Industry and Labor.
- **Commercial drivers** – apply for licensing to the Ministry of Transportation.
- **Clinical geneticists, chiropractors, dental technicians, hygienists, hypnotists, orthopedists, physiotherapists, dieticians, speech therapists, laboratory technicians, X-ray and imaging technicians, occupational therapists, and EKG technicians**, must pass practical and theoretical exams and/or meet other requirements of the Ministry of Health.
- **Doctors, dentists, pharmacists, and optometrists** – must pass licensing exams administered by the Ministry of Health.
- **Electricians, gas workers, and plumbers** – apply to the Ministry of Trade, Industry, and Labor.
- **Lawyers** – apply for admission to the Israel Bar Association, serve articles, and pass exams.



- **Mohels** – contact the Ministry of Health.
- **Nurses and midwives** – must pass exams and receive a license from the Ministry of Health.
- **Psychologists** – apply for listing in the "Psychologist's Book" of the Ministry of Health.
- **Social workers** – apply for certification by the Ministry of Social Affairs.
- **Teachers** – apply to the Ministry of Education, which will review credentials and determine the necessary steps for recognition.
- **Tour guides, travel agents, and hotel managers** – apply to the Ministry of Tourism.
- **Veterinarians** – must pass licensing exams given by the Ministry of Agriculture.

New immigrants may be eligible for certain exemptions from examinations in some of the above fields, depending on prior experience, and related professional credentials. Consult with the accrediting body in your field for more detailed information. See also the specific booklets for various professions available from the Publications Department (see order form at the back of this booklet).



## Accreditation of Diplomas

The need to have your degree recognized officially in Israel depends on the type of degree, where it was attained, and your prospective employer. Public-sector employers in particular require such accreditation, especially for purposes of determining salary, while employers in the private sector might not. When you depart for Israel, it is wise to bring several certified photocopies of your diploma/degree and course transcripts along with the originals. It is also recommended to have your diplomas and degrees



authenticated by your local Israeli embassy, consulate, or interests section. Documents in a language other than English must have a notarized translation. The Department for Evaluation of Foreign Diplomas of the Ministry of Education is the accrediting body in Israel for all foreign degrees (see Useful Addresses).

In order to obtain accreditation from the Bureau for Evaluation of Foreign Academic Degrees and Diplomas, you must take the following steps:

- Bring your original degree and course transcripts, as well as photocopies, to the Ministry of Education Bureau for Evaluation of Foreign Academic Degrees and Diplomas. See Useful Addresses. If you are unable to supply an original degree, you may be asked to obtain a "Letter of Eligibility" (*michtav zeka'ut*) from your university, detailing your entitlement to a degree.
- Complete an application form. Forms are available at the Bureau. Fill out only "Part A" of the form and attach the following documents:
  - An authenticated copy of the original degree certificate (diploma).
  - An authenticated copy of your university or college transcript from each institution where you have completed a degree. The transcript should include the following:
    - Date of registration, date of commencement of studies, date of completion of studies.
    - A transcript of all courses taken and credit points received.
    - A summary of courses and prior studies that were recognized by the institution and earned credit points.
    - Location of studies.
  - Certificates that attest to prior study.
  - Notarized Hebrew translations of the above documents, if the originals are in a language other than English.



- Bring your *te'udat zehut* with you.
- If you have changed your name, you will be required to include a marriage certificate or a notarized declaration of the change.
- Submit the application form and all the relevant documents listed above. You must submit all originals and photocopies. The Ministry will return originals to you.
- Each page of your documents must be stamped by an attorney as authentic: "*hatzilum ne'eman lamakor.*"

Following the submission of your documents, there is no need to approach the Ministry of Education in person. Your accreditation will be sent by mail.

For more details, visit the Bureau's Website. See Useful Addresses.



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**Note:** Equivalency documentation should not be confused with licensing procedures. Many professionals are required to obtain recognition or licensing in order to practice in Israel. In such a case, you must apply to the appropriate bodies and meet all of their requirements. See the section entitled "Occupations Requiring Licensing/Special Permits."

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## Employment Tests

Over the past few years, greater numbers of Israeli employers have adopted the idea of requesting prospective employees to undergo tests administered by professional testing institutes. The cost of such tests is generally linked to the status of the testee; the higher the level, the greater the cost to the employer. In many cases, being asked to undergo a test is a positive sign; employers would not be spending the money if they were not considering you. Nevertheless, some people find being tested, and competing with other



candidates, to be a stressful experience, which can often affect their performance.

This section is designed to help familiarize you with employment tests so that you can approach them with confidence.

There are a variety of tests that you might have to take when being considered for employment, including:

A. **Knowledge Tests:** knowledge tests are designed to test proficiency levels in various areas, for example languages, mathematics, or professional subjects.

B. **Personality Tests:** Personality tests gauge aspects of the candidate's personality, such as the ability to act authoritatively, leadership capabilities, and communication skills. These tests help to assess the prospects for success in a position. There are two basic types of personality tests: (1) written questionnaires in which you can answer 'yes' or 'no' to such statements as "it is difficult for me to work with people who are not punctual," and (2) projective tests, in which examinees may be asked to complete a sentence or to relate to a drawing, photograph, or inkblot. For example, you may find a question such as, "To me, hard work means\_\_\_\_\_."

When undergoing personality tests, it is recommended to simply relax and be yourself. There are no correct or incorrect responses, and no real ways to fool the person administering the test. You are more likely to make a mistake if you try to give the answer that you think the evaluator wants to hear, than if you answer honestly.

C. **Biographical Questionnaires:** Questionnaires help the employer to determine a candidate's suitability for a position.

D. **Curriculum Vitae:** You may be asked to submit a handwritten curriculum vitae (resume). In such cases, what you write is often turned over for graphological evaluation.

E. **Psychological Evaluation:** These evaluations entail meetings in groups, and are used to gain a general impression of the candidates.



F. **Psychometric Tests:** These tests are designed to test proficiency in various areas, such as general knowledge, logic, or language skills. Some psychometric tests are designed to measure your physical coordination and the speed and appropriateness of your reactions. These tests are usually administered to candidates for jobs that require physical activity.

If possible, try to obtain information in advance about the type of test that you will be taking, and the subject matter involved. If you succeed in getting advance information, you can then take the opportunity to refresh your memory and fill in the gaps of your knowledge.



## **Preparing for the Test**

The night before the test, try to get a good night's sleep. Sitting up all night studying is not recommended. You are better off watching a film, or going for a walk, than trying to cram information. Remember to prepare all of your required documents and supplies for the exam. Most tests take from 6 to 8 hours to complete. While some testing centers have snack bars or cafeterias, others do not. You may want to bring some sort of food and beverage with you. It is also recommended not to schedule any other important activities on the day of the test.

Remember that failure to do well on a particular test does not necessarily mean that you will not get a job. It is just one part of the overall acceptance procedure. If a test indicates that you are unsuitable for one type of position, it may also determine that you are suited for something else.



## Self Employment

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Being self-employed (*atzma'i*) in Israel, as anywhere else, offers the advantages of independence and flexibility. On the other hand, the lack of guaranteed workflow and income must be taken into account.

Self-employment is most appropriate for consultants, writers, dentists, artists, tradespersons, and other professionals who have the possibility of working independently. Many people also create employment for themselves by starting such businesses such as office services, catering, and crafts.

It is very important for any person wishing to start a business to consult with legal and accounting professionals. It is also necessary to open files with the Income Tax Authorities, Value Added Tax, and the National Insurance Institute.

### **Assistance from the Ministry of Immigrant Absorption**

The Ministry of Immigrant Absorption offers assistance to entrepreneurs in conjunction with local authorities, Small Business Development Centers (MATI,) and other public institutions. Assistance is provided through the following channels:

- Coordinators at Ministry of Immigrant Absorption branch offices, which offer guidance, referrals to Small Business Development Centers, and handle applications for loans.
- Small Business Development Centers (MATI) that offer new businesses assistance such as business courses, drawing up business plans, planning budgets, information on sources of financing, marketing, tax laws, licensing, and other matters.



They can also help make business contacts, help locate investors and partners, and other similar services.

- Loans at favorable terms.

To receive information or assistance, consult with a personal absorption counselor, who will clarify your eligibility and refer you to an office of MATI or other appropriate body.

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



## Hebrew

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The importance of Hebrew ulpan as part of the absorption process cannot be overemphasized. The language skills you acquire in ulpan will benefit you through every phase of your absorption, including finding a place to live, looking for employment, and building relationships with veteran Israelis. During ulpan you will learn about and experience Israeli society, politics, and culture, while getting to know those institutions, authorities, and agencies that you will be dealing with in the future.

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 of their ulpan study only within the initial 18 months following the date of aliyah.

In order to find out about ulpan options, consult your personal absorption counselor at a branch office of the Ministry of Immigrant Absorption. The counselor will confirm your eligibility for a subsidy of your ulpan study and refer you to non-residential, Ministry-approved ulpanim in your area.

It is recommended to invest maximum effort in your Hebrew studies during your initial months in the country, since once you start working it is difficult to devote as much time and energy to your studies. Once you have reached a certain level of proficiency, however, using Hebrew at work will probably be the best way to improve your language skills.

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**Note:** In certain professions, Hebrew fluency is a requirement for licensing or authorization. Check with your accrediting body for details.

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## **Ulpan Aleph**

Ulpan *alef* is the term given to the initial ulpan to which all new immigrants are entitled within their first 18 months in the country.

Completing ulpan *alef* normally takes about five months, with an average of 25 hours of study per week. The primary areas of study are reading-comprehension, writing, grammar, spoken Hebrew, and listening-comprehension. Consult with your personal absorption counselor for details and referrals to ulpan programs in your area.

## **Vocational Ulpan Aleph**

Vocational Ulpan *Aleph*, organized by the Ministry of Immigrant Absorption, incorporates Hebrew study with professional terminology. Consult with a personal absorption counselor for details.

## **Advanced Ulpan**

'Supplementary' or 'advanced' ulpanim, sometimes referred to as '*ulpan hemshech*,' or '*ulpan bet*,' are offered from time to time in various locations, and are open to anyone who feels the need to improve their Hebrew abilities. Classes are held mainly during the evening and require a fee, but discounts are often available to new immigrants within their first three years of aliyah. Check with your personal absorption counselor at the Ministry of Immigrant Absorption and/or the local ulpan administration or admissions office.

For more information on ulpan options, contact your personal absorption counselor at the Ministry of Immigrant Absorption (see Useful Addresses), or see the booklet entitled "A Guide to Ulpan Study," available from the Publications Department. See the order form at the back of this booklet.



## Workers' Rights

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The rights of workers are guaranteed by labor laws and statutes, and protected by workers' committees, Labor Courts, and the Histadrut Labor Federation. The laws regulate salaries, hiring, firing, advancement, professional training, National Insurance benefits (pensions, sick days, work accidents, etc.) work hours, and vacations.

### Employment Contracts

There are no specific laws in Israel governing the format of employment contracts. General laws relate to the type of work and minimal working conditions fixed by law.

An employment contract can be in either written or verbal form. While a verbal contract is legally binding, and both sides are obligated to uphold its terms, it can be difficult to claim a breach or violation. A written agreement makes it easier to confirm the obligations of both parties.

Before signing any contract, it is wise to read it thoroughly. Make sure that no clauses have been added that have not been previously agreed to. Anything that may be open to more than one interpretation, or that is not easily understood, should be clarified before signing. A contract that does not offer working conditions that meet the standards set by law, or that violates any of your rights, has no legal standing.

If you cannot understand a Hebrew contract, try to have someone translate it for you before you sign it. It is not recommended to sign a contract that you do not understand.



In some types of industries, company information and trade secrets are highly guarded. This means that employers may include contract clauses that restrict you from employment in other companies in the same field or a related one. This type of clause may also be used to prevent you from starting up your own business. It is wise to take this seriously, as it can allow your employer to prevent you from being hired by any competitors.

Before you sign any agreements, clarify exactly what your job description encompasses, and what benefits you are entitled to. You can request this in writing. While such a document is not a substitute for a contract, it can help to prevent future disagreements.

Be aware that your first months in a new job are considered a trial period (*tekufat nisayon*), even if this has not been openly stated. This means that your supervisors will carefully monitor your performance and your success in integrating into your position.

## Equal Opportunity in Employment

The "Equal Opportunity in Employment Law" forbids discrimination against employees, or candidates for employment, on the basis of any of the following:

- Age
- Gender
- Pregnancy or parenthood
- Family status
- Physical disability
- Sexual orientation
- Race, religion or nationality
- Country of origin
- Political views or affiliations.

The law applies to hiring, determining work conditions, training or advancement, firing or paying compensation, and retirement.



Employers are forbidden to request documentation of an employee's or prospective employee's military profile, or to discriminate on the basis of military profile.

## Salaries

It is the practice in most places of employment to pay employees on a monthly basis, although it is also very common to pay on a daily or hourly basis.

In government service and public institutions, employees are further classified as follows:

- Interim employees, who do not hold a permanent position (*teken*) and receive an hourly wage.
- Temporary employees, employed by contract for a specified period (usually 6 months to a year) and who receive a monthly salary.
- Permanent employees, who have a *teken* and receive a monthly salary.

Most Israeli salaries are determined either according to collective bargaining agreements, or by individual agreements between employer and employee. Salaries consist of direct and indirect income, minus various deductions, and are detailed monthly on each person's salary statement (*tlush maskoret*).

Direct gross income (*bruto*) consists of basic pay, together with cost of living increments and special allowances (travel, overtime, clothing, telephone, etc.).

Indirect income includes sums paid by the employer towards National Insurance, pension plans, and special funds.

The gross income minus deductions yields the take-home pay, known as "*netto*." Mandatory deductions include income tax and payments to the National Insurance Institute (including National Health Insurance premiums) and various savings plans. Failure to make these deductions is a violation of the law. Any other



deductions may only be taken with the written consent of the employee.

When negotiating your salary, ascertain what both your gross and take-home pay will be. There can often be a great difference between the figures. Do not be reluctant to enquire what other people in comparable positions are earning.

The law mandates that all salaries must be adjusted according to increases in the Cost of Living Index.

## **Wage Protection**

The "Wage Protection Law" stipulates that all salaries must be paid no later than the 10th of each month. If salaries are paid after this date, employees are entitled to compensation equivalent to 5% of the salary for the first week, and 10% for each following week.

The law further mandates that each employee receive a printed salary statement (*tlush maskoret*) that includes details of all taxes deducted from the salary. It is recommended to save all salary statements in the event of any disagreements with your employers. You will also need them when applying for bank loans or other circumstances requiring proof of your income.

## **Minimum Wage**

The "Minimum Wage Law" mandates that all workers above the age of 18, in full-time positions, are entitled to a monthly salary that is no less than a fixed minimum. This law applies both to employees who earn monthly salaries and daily salaries.

The minimum wage is calculated at 45% of the average wage as publicized by the National Bureau of Statistics, and is updated on a periodic basis. Check with the Department of Labor Relations of the Ministry of Trade, Industry, and Labor to find out the updated minimum wage. See Useful Addresses. Information is also available (in Hebrew) on the Ministry Website: [www.tamas.gov.il](http://www.tamas.gov.il).



Employees who are paid less than the minimum wage, or who work a greater number of weekly hours than are stipulated by law, without due compensation, may contact a Ministry of Trade, Industry, and Labor wage supervisor at the Department of Enforcement of Labor Laws (*machleket ha'akeefa*), or register a complaint with a Labor Court (*Beit Mishpat LeAvodah*).

## **The Salary Statement**

Labor laws stipulate that every employee is entitled to receive a monthly salary statement (*tlush maskoret*). The statement contains details on all calculations that determine your salary, and the total amount that is deposited in the bank. A regular employee receives a monthly statement, while a freelancer or someone who works on a contractual basis receives an authorization of payment.

Your salary statements are important documents that should be retained in order to verify that deductions for taxes, National Insurance, and health insurance have all been made.

The details that appear on a salary statement vary according to the employer, as well as the types of benefits and deductions that comprise your salary.

There is no one standard type of salary statement. However, in almost all cases, they contain the following:

- Employee information, e.g. first and last name, identification number, marital status, position and level, bank account number, etc.
- Employer information, including company and location, and the industry and payroll codes.
- A breakdown of the salary, listing the base salary, allowances, and deductions, and the amount deposited in the bank. On some statements, a code appears representing the nature of the benefit or deduction.



At the end of each year, employees should receive Tax Form #106, or other documentation that reflects the total salary for that fiscal year, as well as all income tax and National Insurance Institute deductions. This document should be retained for use when applying for a tax refund or reduction.

## **Keren Hishtalmut**

A *Keren Hishtalmut* is a particular form of savings plan that is available in most cases to government employees, academics, engineers, and other white-collar professionals. Both the employee and the employer contribute. The objective of the fund is to acquire money for use during a sabbatical year. There are many types of professionals, such as teachers, who do take a sabbatical year break. In other cases, the money may be used once every seven years, for whatever purpose the beneficiary sees fit. In addition to interest and consumer index linked revenues, profits may often accrue as a result of investments made by the bank.

## **Salary Grades and Seniority**

Public-sector salary scales for non-academic personnel are set according to a uniform scale known as "*dirug achid*." This scale serves as the basis for many other collective wage agreements in large public institutions, such as hospitals, universities, local authorities, and parts of the private sector.

Civil servants are subject to a uniform grading system that also applies to certain other categories. Separate grading systems apply to policemen, teachers, journalists, engineers, and other professionals.

Salary grade (*darga*) determines your base salary. In the public sector, promotion within each grade, or from one grade to another, is based mainly on seniority (*vetek*) and/or academic standing, although there may be room for negotiation.



While collective wage agreements are the most common arrangements, individual contracts are becoming more prevalent, particularly for higher-grade positions. While personal contracts that offer higher salaries and extra perks may circumvent collective wage agreements, they can also fail to offer the same protection of your rights as collective wage agreements can.

Seniority for professionals is generally calculated according to their number of years of professional employment. For those employed according to the uniform scale system (*dirug achid*), seniority is determined by general work experience. Time spent in IDF service may also count towards seniority. Some prospective employers may offer the lowest possible *darga*, and some permanent positions are available only at the lowest grade. Try to speak to people in the same field or department to determine what your own *darga* should be before you start a job (preferably before negotiating your salary). Although a *darga* can be changed, it is best to start at the correct level.

Large private enterprises generally use a similar system to calculate seniority. In private companies, however, seniority plays a smaller role in determining grade level. Merit, rather than seniority, plays a greater role.



## Income Tax

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Israel has a progressive system of income tax (*mas hachnasa*). The government determines a scale of income levels, and taxes income at different rates for each level. The first portion of a person's income is taxed at the minimum level. The second portion of income, (that which exceeds the first level but does not exceed the cap for the second level) is taxed at the next highest rate, and so on, up to the maximum rate. At the time of publication, the minimum tax rate is 10%, and the maximum rate is 49%.

All forms of income are subject to tax, including salaries, certain National Insurance Institute allowances, interest on savings accounts, etc. Benefits such as special bonuses or clothing allowances may also be taxed. Be aware that such perks as subsidized cafeterias or holiday gifts are often also subject to income tax.

Income tax levels are adjusted periodically, in accordance with the Consumer Price Index.

### **Credit Points**

Credit points, which provide the basis for tax reductions, are an important part of the Israeli tax system. The shekel value of each credit point is adjusted periodically according to changes in the Consumer Price Index. Israeli residents receive points graduated according to the size of their family. Husbands whose spouses do not work, and who declare a joint income statement, are entitled to an extra point. Additional points are awarded in specific cases (disabilities, single parents, etc.). Married employed women receive an extra point, and working mothers receive points for children under the age of 18.

New immigrants receive additional points during their first three and one-half years in the country, as follows:



- Three additional points during the first 18 months.
- Two additional points during the next 12 months.
- One additional point during the next 12 months.

It is necessary to present your *te'udat oleh* when requesting new immigrant credit points.

In many cases, extensions are granted to soldiers doing compulsory service, to students at recognized institutions of higher education, and to individuals residing abroad for a period of more than 6 months.

### **Exemption from Automatic Tax Deduction**

The government taxes certain kinds of income including salaries, wages, fees, pensions, dividends, and interest, at the source (*bamakor*) – that is directly out of one's paycheck. Pensions and income from bank accounts are also taxed.

In order to prevent automatic deduction of full income tax, new immigrants must present a certificate of tax exemption (*ptor*). Most salaried personnel can fill out the request form through their employer. However, if you have more than one employer, or work on a freelance basis, the exemption must be obtained in person, at any branch of the Income Tax Authority. Keep the original and give your employer a copy. Freelancers must present a separate copy of their *ptor* to each of their clients.

### **Non-taxable Income**

At the time of publication, certain types of income earned in Israel or abroad are in most cases exempt from taxes. These include:

- Certain National Insurance benefits
- German government reparations



- In cases where forms of income earned abroad are taxed in the country of origin, provided that the country has a bilateral tax agreement with Israel.

The following types of income may be partially or totally tax exempt:

- Income earned abroad for a period of seven years from your arrival in Israel. New immigrants must apply to the Income Tax Authority in order to receive a full or partial exemption. Note, however, that specific types of income earned abroad, including pensions, may be taxable. Check with an immigrant association or with a professional accountant in order to clarify the types of the income you may have to pay taxes on.
- Retirement pensions from employment plans are usually exempt from taxes, as long as they do not exceed a maximum level. Payments in excess of this maximum are subject to tax.
- Severance pay not exceeding one month's salary for each year of employment, as long as it does not exceed a maximum figure set by law. Consult the Income Tax Authority for details.
- The interest on certain savings plans is not taxable. Get details from local banks.
- Donations to recognized charities.

A number of tax deductions may be permissible, including:

- Salaried workers and self-employed individuals who place a certain percentage of their income in either a pension fund or provident fund (*kupat gemel*) may receive a tax deduction on that portion of their salary. Get details from personnel departments or local banks.
- Individuals residing for at least 12 months in communities recognized by tax authorities as either border areas or development areas, may be entitled to a partial tax deduction on a portion of their income.



It is important to inform the Income Tax Authority of any changes in personal status that may entitle you to further tax concessions (for example, the birth of a child).

Those who have not worked for a full year, or who had no source of income for part of the year, may be eligible for a partial exemption from income tax. If you began to work in the middle of a fiscal year, or towards the end of the year, this must be indicated on your income tax form. You must declare that you did not work at the beginning of the year, nor did you have any income. If you did not work during the second half of the fiscal year, you should request a reassessment of your taxes, and a refund of part of what you have paid.

Note that in September 2008, legislation was approved granting new immigrants and returning residents 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 or see the Ministry of Immigrant Absorption Website, [www.moia.gov.il](http://www.moia.gov.il).

## **Tax Refunds**

In the event that excess income tax is deducted from your salary, the Income Tax Authority must reimburse you for the difference. At the end of every tax year, you are entitled to submit the appropriate forms, and present documentation of that year's income to the Income Tax Authority.

If taxes were erroneously deducted, your money should be refunded with interest, and retroactively linked to the cost-of-living index, for up to six years proceeding the current fiscal year.



## The Workday

The law stipulates that in workplaces in which the working week consists of 5 days, the workday may total up to 9 hours, and in those workplaces in which the working week is 6 days, the workday may total up to 8 hours. In any case, the law provides for a 43-hour workweek, although some agreements do allow for a 45-hour workweek. The law provides for a minimum break of at least 45 minutes during a work day of least 6 hours.

In most places of employment, the day begins at 7:30-8:00 a.m., and employees work until 15:00 or 16:00 p.m. Large chain stores and many shops located in shopping malls are open all day, but some small establishments retain the practice of closing for two or three hours in the afternoon and reopening at approximately 16:00 p.m. This split shift also applies to banks and other services.

In recent years, many retail establishments have started to open after the end of Shabbat on Saturday night.

Some factories operate from 7:00 a.m. until 21:00 p.m. In these places a flexible schedule is in place, and employees work full or split shifts in order to allow the business to operate while keeping within the guidelines of the law.

Employee attendance is usually recorded by a time card used for signing in and out. If this is not the practice in your place of work, it is recommended to keep an accurate record of your hours, placing special emphasis on overtime hours.

## Overtime

Employment laws stipulate that when employees work excess hours on a given workday, the employer is not permitted to transfer the hours to another workday. Extra hours are considered overtime (in all cases where the law provides for them) and must be compensated accordingly.



The law permits no more than four overtime hours per day, and no more than 12 overtime hours per week.

The law states that if an employee works overtime hours on a regular workday, compensation must be paid at a rate of 125% for the first two hours, and at least 150% for subsequent hours.

Some public sector employees receive a fixed amount of overtime pay each month as part of their regular pay packet, while in the private sector, many workers are expected to work as much as necessary without any additional compensation.

Special bonuses are often paid to workers in jobs classified as "hazardous" or those who are required to be on call at specified times (for example doctors and nurses).

Professionals such as physicians, firefighters, police officers and others, who are liable to be called in to work at any time, should have overtime stipulations written into their work agreements.

The law does not apply to specific categories of employees. In most cases such employees work in sectors in which there are no defined work hours, for example, live-in home-help.

## **The Workweek**

The workweek in Israel has undergone a significant change over the past few years, as the country has increasingly shifted from a six-day workweek to a five-day workweek.

In the past, most people have worked six days a week, including a half day on Fridays. Today, however, greater numbers of workers have switched to a five-day week, and enjoy a two-day (Friday and Saturday) weekend. Some public sector workers are assigned occasional duty shifts (*toranut*) on Fridays to assure that essential services are not interrupted.

In most cases, employees are entitled to a day off each week of 36 consecutive hours. However, the Ministry of Trade, Industry, and Labor can determine that workers in certain professions have less



time off, for example, employees of public transportation, hospital staff, postal workers, and those concerns that operate three shifts.

If an employee is compelled to work on their weekly day off, the law mandates that they be paid overtime compensation at a rate of at least 150%. If they are paid on a monthly basis, the employer is entitled to compensate them instead with an hour and a half of 'rest' for each hour of weekly rest that was worked.

Work performed on a Saturday night (*Motzei Shabbat*) may be considered as a regular workday in situations where Fridays are considered a non-working day.

Shabbat is the legal day of rest for Jews. Non-Jews may take either Friday or Sunday as their day of rest. In order for a place of employment to be open on Shabbat, it must obtain a license from the Ministry of Trade, Industry, and Labor.

The Jewish festivals (including Rosh HaShana, Yom Kippur, the first day of Sukkot, Simhat Torah, the first and seventh days of Pessach, and Shavuot) are legal holidays in Israel. Yom Ha'atzmaut (Israel Independence Day) is a national holiday.

Collective bargaining agreements generally add two or more optional holidays (*yomei bechira*) that may be used on Purim, Tisha B'Av, or the intermediate days of Pessach and Sukkot.

Time off for religious holidays must be no less than 36 consecutive hours. Holidays do not replace the regular weekly day off, but are additional (unless the holidays themselves fall out on Shabbat).



## Vacation

Paid annual vacations are guaranteed by law. In workplaces in which collective agreements are in place, the number of days is generally allocated according to the length of employment as follows:



- During the first four years of employment (for the same employer), 14 calendar days in places where there is a 6-day workweek, and 12 days in places where there is a 5-day workweek.
- 16 days from the fifth year, 18 days from the 6<sup>th</sup> year, 21 days from the 7<sup>th</sup> year, and an additional day for each year of employment up to a maximum of 28 calendar days.

In workplaces where there are other types of contracts, especially in the private sector, vacation can vary from a few days to several weeks. Be sure to check the number of vacation days that you are entitled to upon beginning a new job.

In most places of employment, you are expected to take your vacation during the same year in which it was accrued, or during the following year.

The law determines that any person who worked for at least one year is entitled to a vacation allowance (*dmei havra'a*). You are entitled to the allowance even if you do not take any vacation. The allowance is paid during one of the summer months (June-September) according to the number of years of employment in the same place.

*Dmei havra'a* is generally calculated as one day's salary multiplied by a specific number of days, according to length of employment, as follows:

- After one year of employment – 5 days
- After two and three years – 6 days
- Four to 10 years of employment – 7 days
- 11-15 years of employment – 8 days
- 16-19 years of employment – 9 days
- From the 20<sup>th</sup> year of employment – 10 days

Many government and municipal offices, and some private firms and companies, maintain a policy of pre-scheduled "organized leave"



(*hufsha merucezet*) during which all employees are required to take part of their vacation at the same time.

A part-time employee is entitled to vacation days in proportion to the extent of the position.

Vacation days are usually taken consecutively. However, it is possible to spread them out with the consent of your employer. A minimum of 7 days is usually taken at one time, and any remaining days may be added on to another vacation period.

If your employer fails to compensate you for vacation days, you may file a suit with a Labor court. See the section on legal suits below.

## Sick Leave

The law provides for compensation if you are absent from work due to illness. It is usually necessary to provide a doctor's authorization (*te'udat machala*) in order to receive compensation.

Sick leave compensation is paid by the employer. The law does not obligate the employer to compensate the first day of sick leave. The second and third days are compensated at a rate of 37.5% of your salary, and the days following that are compensated at a rate of 75%. In some cases, collective or personal agreements the employer may provide for better conditions regarding sick leave.

The law allows for 18 sick days per year (1.5 days per month) for both full-time and part-time employees, regardless of whether they receive a monthly, daily, or hourly wage. Employees may accumulate up to 90 unused sick days.

In case of prolonged illness, the National Insurance Institute may pay compensation after accumulated sick leave has been exhausted. Some employers permit employees to donate leave to a colleague suffering from a prolonged illness. In some cases, unused sick days are reimbursed when an employee leaves a position or retires.





## Care of Family Members

- The law permits a parent to use up to 8 sick days per year to care for a sick child under the age of 18, on condition that their spouse does not take sick leave for the same purpose. For certain types of illness, it is possible receive up to 60 days.
- A single parent of a child under the age of 18 may take up to 12 sick days a year to care for a sick child.
- The law allows up to 6 days per year to care for a parent over the age of 65 on condition that one's spouse is employed and is not absent from work to care for the same parent. Leave is taken against one's own accrued sick leave.
- It is often possible to take up to 6 days per year for a spouse's illness against one's own accrued sick leave.

Note that in all cases it is necessary to provide a doctor's authorization.

## Mourning

It is possible to receive up to seven days of leave following the death of an immediate family member provided you have worked for the same employer for at least 3 months.



## Severance Pay

Most collective bargaining agreements require that the workers' committee (*va'ad ovdim*) approves the dismissal of permanent staff members. Procedures differ for positions not covered by collective agreements.



There are some situations in which a worker cannot be dismissed. Examples include pregnant women, or one who is serving in reserve duty.

The law requires that notice of dismissal be given between one to four weeks in advance, according to seniority. Notice must be in writing. It may be possible for a dismissal to take effect immediately upon giving notice, on condition that the employer pays the salary for the remaining obligatory period. An employer who does not notify an employee in advance of being fired is obliged to pay compensation.

The employer must provide a letter stating the dates of commencement and cessation of employment.

An employee is similarly obligated to notify the employer in advance of resigning a position. Should an employee fail to do so, the employer is entitled to withhold their salary for that period.

In all cases, the law provides for severance pay if an employee worked continuously for the same employer for at least one year. This applies to both full-time and part-time positions.

Severance pay should be equal to one month's salary multiplied by the number of years of employment. In the case of part-time employees, compensation is calculated according to the scope of the position.

Employees who resign a position are generally not entitled to severance pay. However, the following exceptions may apply:

- Resignation due to one's state of health, or the health of one's spouse.
- Resignation in order to care for children, within nine months of their birth or adoption. Only one parent is entitled to compensation.
- Resignation due to relocation resulting from marriage or divorce.



- Resignation resulting from the downgrading of one's position or salary, for example, failure to pay cost of living increases, repeated delays in paying salary, reduction of wages, etc.
- Resignation in order to join the police or prison services.
- Resignation in order to fulfill one's duty to serve in the Israel Defense Forces.
- Loss of position due to the death or bankruptcy of the employer, or due to the closure or liquidation of the business. In such cases, the National Insurance Institute may pay compensation.

The employee must submit a written claim for severance pay. The employer's obligation to pay severance compensation begins on the date of submission of the request. However, a delay in payment of up to 15 days is not considered a breach of the law. If compensation is delayed more than 30 days, compensation must be paid at a rate of an additional 20% for every subsequent month.

If your employer fails to pay you the compensation to which you are entitled, you can file a complaint with a Labor Court. The required period for filing a claim for compensation is within one year from the date of obligation of payment.



## Retirement

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### Pensions

Conditions for payment of pensions upon retirement are generally determined by collective or personal agreements. With most plans, a fixed amount is deducted from the individual's monthly salary, and the employer contributes an amount based on, but not deducted from, the salary.

In addition to pension plans secured through agreements with one's employer, it is also possible to pay into a pension plan known as "*kupat gemel*." Arrangements may be made through a bank or insurance company.

Whenever accepting a new job, be sure to ascertain which plan the employer belongs to, and what the conditions and benefits are. If you wish to change plans, be sure to clarify the conditions for doing so.

Note that new legislation that went into effect on January 1, 2008 requires all employers to provide and contribute to pension plans for their employees. The goal of this legislation is ensure that all workers be guaranteed a pension in addition to that provided by the National Insurance Institute.

### National Insurance Institute Old-Age Pension

All individuals who paid National Insurance Institute premiums for a minimum period are entitled to an old-age pension. One who receives a pension from employment is also entitled, on condition that the pension does not exceed a certain level.

Those who do not accrue eligibility for a National Insurance pension during their years of employment, including new immigrants who arrive close to, or following retirement age, may be entitled to a special old-age pension only, if they have no other form of income.





For information, contact a branch office of the National Insurance Institute (see Useful Addresses) or visit their Website, [www.btl.gov.il](http://www.btl.gov.il). See also the booklet entitled "National Insurance," available from the Publications Department (see the order form at the back of this booklet).



## Employment of Women

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Most Israeli families are dependent upon two incomes, and women are a large part of the work force. The rights of working women in Israel are protected by law.

### **Discrimination**

Gender discrimination in hiring practices is forbidden by the "Equal Opportunity in Employment" law. It is further forbidden by law to discriminate on the basis of religion, race, or age. This law mandates that women are equally entitled to hold administrative positions and to receive a salary equal to that of a man in a similar position or doing similar work.

The law prohibits an employer from refusing to hire a woman who cannot work shifts for family reasons. This does not apply to those concerns in which shift work has been deemed essential by Ministry of Trade, Industry, and Labor regulations, such as:

- Cafeterias, restaurants, cafes, and establishments defined by the law as places of entertainment.
- Airports and seaports.
- Hospitals and nursing homes, the Meteorological Service, telephone exchanges, the police force, and prisons.

### **Pregnancy and Maternity Leave**

A number of provisions govern the employment of pregnant women:

- Women cannot be dismissed from their jobs because of pregnancy, or during maternity leave, without the permission of the Ministry of Trade, Industry, and Labor. This also applies to temporary workers who were employed by the same employer for at least six months. The law prohibits the firing of a woman from the commencement of her maternity leave until 60 days following the end of the leave. If a woman requires sick leave as



a result of the birth, she may not be fired for six months following her maternity leave. She must present all required medical authorizations.

- No steps may be taken that could affect a woman's income during pregnancy or maternity leave without the permission of the Ministry of Trade, Industry, and Labor.
- A contract between a woman and her employer that expires during her pregnancy or maternity leave must be automatically renewed.
- A woman must notify her employer of her pregnancy by the fifth month.
- A woman who works with hazardous substances must inform her employer of her pregnancy within ten days of its confirmation, and supply medical certification. The employer is then obligated to take all necessary protective measures. Employers are similarly required to take all necessary precautions for the protection of nursing mothers.
- From her fifth month of pregnancy, a woman cannot be required to work overtime without her consent, and without written permission from her doctor.
- Working women who meet the requirements of the National Insurance Institute are entitled to a paid maternity leave (see below).
- Women who give birth to twins, triplets, or more can extend their maternity leave. This also applies in cases where a baby must be hospitalized for at least 12 weeks.

Recent legislation has extended the length of paid maternity leave, as follows:

- You can be eligible for 14 weeks of maternity-leave benefits, provided that you have worked for 10 out of the 14 months, or for 15 out of the 22 months, proceeding the day that you stopped work due to childbirth.



- You can be eligible for partial maternity leave of 7 weeks provided that you have accumulated 6 months of work during the 14 months preceding the day you stopped work.

Compensation is subject to income tax as well as National Insurance and health insurance premium payments.

- Women who have worked for the same employer for at least 24 months have the option of taking unpaid maternity leave for a maximum period of up to 12 months, according to seniority. Following maternity leave, a woman may either return to her job with no loss of seniority, or choose to resign and receive severance pay.
- A woman who adopts a child under the age of ten is entitled to the same conditions of leave as a woman who has given birth.

For more information, consult the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back of this booklet. You can also find information on the National Insurance Institute Website: [www.btl.gov.il](http://www.btl.gov.il) as well as download claims forms from the site.

## **Income Tax Credits**

Married working women receive an extra income tax credit point. Working mothers receive points for children under the age of 18. Women in other categories, such as single parents, may be eligible for additional credit points or exemptions.

## **Sexual Harassment**

In 1998, the Knesset passed the "Law for Prevention of Sexual Harassment." It defines sexual harassment as any behavior of a sexual nature expressed towards another person against their will, as well as requests for sexual favors or any sexual behavior as a condition for advancement or benefits. Included in the definition of sexual harassment are insulting or provocative remarks, comments on one's appearance or sexuality, or telling jokes of a sexual nature.



Displays of explicit or pornographic materials can also be considered sexual harassment, as is any unwanted physical contact, pressure to go out on a date, or to provide sexual favors.

The law requires employers to implement guidelines designed to prohibit sexual harassment in the workplace. In fact, victims of sexual harassment can sue their employer if the employer failed to insure a safe and respectful work environment, or if complaints of harassment are not acted upon. In workplaces with more than 25 employees, the employer is responsible for circulating a written outline of the restrictions against sexual harassment. Each employee must read the outline and sign it.

In cases where an employee feels that she or he is being sexually harassed there are number of steps that can be taken:

- Make your objections known to the harasser and to your employer. You can express your objection verbally, or in writing. Describe the harassment in detail, and state that it makes you feel uncomfortable or upset. Be sure to keep a copy of the letter.
- Express your objection in front of witnesses.
- Talk to others, find out if anyone else is being harassed, and make a joint complaint.
- Keep a record of incidents. Try to make the record as detailed as possible.
- If confronting the harasser is not a feasible option, approach their supervisor or manager. If there is no one in authority over the harasser, turn to the employee's committee if one exists where you work. You can also find out if there is anyone with overall responsibility for investigating complaints in your workplace, or consult with a lawyer or the police. By law, any attempts at retaliation against a complainant are considered a criminal offense, punishable by a prison term.

The various women's organizations can offer guidance and support. See Useful Addresses.



## Employment of Minors

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Minors under the age of 15 are prohibited from being employed unless they receive special permission from the Ministry of Trade, Industry, and Labor. During school vacations, the law permits the employment of minors over the age of 14. The Ministry sometimes permits minors between ages 14-17 to work as apprentices in certain trades. The Ministry sets the length of apprenticeship, which includes time for vocational studies. There are certain occupations that are forbidden by law or involve restrictions for minors under the age of 18.

It is prohibited to employ young people in any form of work that could endanger them either physically or emotionally. According to the "Youth Protection Law," minors must provide a doctor's authorization attesting to their state of health. If a minor does not have such authorization, their employer must refer them to a doctor. The visit to the doctor is considered work time and is calculated into the salary. The "Employment of Minors" Law states that all working minors must have an employee card or booklet in their own name, and which the Employment Service signs.

### **Work Hours**

The workday for minors may not exceed 8 daily hours, or 40 weekly hours. It is forbidden to employ a person under the age of 18 to work between the hours 20:00 p.m. and 8:00 a.m.

Minors who work for more than 6 hours are entitled to a rest break, and a lunch break of least 3/4 of an hour. At least one half hour of the break must be consecutive.



## **Salary**

The law determines the minimum wage for working minors. The employer must pay transportation costs in addition to wages.

The employer must pay all required National Insurance Institute premiums, and these fees may not be deducted from the salary. In most cases, a minor under the age of 18 is exempt from paying income tax, the level of which is determined by law, and periodically adjusted.



## Unionism and Grievance Procedures

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Israeli workers have the right to discuss any work-related grievance directly with their employer. When a grievance is not resolved, an employee generally turns to the workers' committee or to the human resources department where they are employed.

The majority of organized workers in Israel are represented by the New Histadrut Labor Federation (*HaHistadrut HaHadasha*). In cases where the grievance of a Histadrut member is not resolved by the worker's committee, the problem is passed to the local labor council, the national union secretariat, and finally, to the Histadrut Executive Committee. As a last resort, workers may also appeal to a Labor Court.

The right to strike is recognized in Israel. Unions often employ work slowdowns (*eetzumim*) or strikes (*shvitot*) when grievances go unresolved, or as a general effort to improve working conditions and benefits. In theory, all strikes by Histadrut-affiliated unions must have the Histadrut's approval, but wildcat strikes occur frequently.

It should be noted that while personal contracts may enhance your salary and fringe benefits, they often impinge on employee rights and grievance procedures insured in collective wage agreements.

A government employee may discuss grievances with their supervisor or personnel manager. If the complaint is not dealt with satisfactorily, it is possible to consult the Civil Service Commission (*Netzivut Sherut Hamedina*) in writing.

The Departments of Labor Relations of the Ministry of Trade, Industry, and Labor can help to clarify worker rights, and extend assistance to employees in conflict with their employer, as well as assist in filing a suit with a Labor Court. You can also consult with the Department of Legal Counseling.



Every person has the right to file a suit against their employer in a Labor Court on any matter concerning their employment. Verdicts may be appealed to the Supreme Labor Court. Plaintiffs may represent themselves in court, and there are special forms for claims concerning salary, severance pay, etc. When filling out claims forms be sure that you understand all the questions, and fill in the answer clearly. One who does not speak sufficient Hebrew may request the court to provide a translator. In most cases, there is no charge for translation.

Suits may be filed for matters of salary, severance pay, "*dmei havra'a*," and travel expenses, for up to 7 years. Suits for unpaid vacation days may be filed for up to 3 years.

Those who are unable to afford a lawyer can apply to the Legal Aid Bureau of the Ministry of Justice. Members of the Histadrut can seek legal counseling and assistance from a Histadrut representative. In cases of suits involving any form of discrimination, it may be possible to receive legal aid or counseling from women's' organizations, or organizations involved in defending civil rights. You can also consult with Shil, the Citizens' Advice Bureau of the Ministry of Social Affairs. See Useful Addresses. For an updated list of other organizations that offer legal aid, see the Ministry of Immigrant Absorption Website, [www.moia.gov.il](http://www.moia.gov.il).

Claims must be filed with the District Labor Court that has jurisdiction over the location of the place of employment. If the employer has several addresses (such as a bank with multiple branches) claims may be filed either with a District Labor Court that has jurisdiction over the location of the main branch, or over the location of the place of employment.



## National Insurance

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The National Insurance Institute (NII), known in Hebrew as *HaMosaad LeBituach Leumi*, is the government body responsible for social security. It dispenses various insurance benefits and collects insurance premiums.

National Insurance is compulsory. Every Israeli resident must pay premiums from the age of eighteen, with the exception of housewives who are not employed.

Insurance premiums are proportional to income, and are levied according to rates determined by law. By dint of these payments, insured persons acquire the right to receive insurance benefits.

The two main categories of insured individuals are salaried and non-salaried workers. The employer, who deducts a fixed percentage of the salary as the workers' share of the payment, pays premiums for a salaried worker. A salaried worker's rights are not jeopardized by the employer's failure to pay.

One who employs a domestic worker is obliged to pay insurance premiums on their behalf.

The non-salaried group includes self-employed workers and the unemployed. They must pay their premiums themselves, or their rights will be jeopardized. Punctual payment of premiums is a condition of eligibility for benefits.

Insured persons over retirement age who continue to be self-employed must continue to pay insurance premiums, but at a percentage of the standard rate. If these individuals continue to work as salaried workers, they are exempt from paying insurance premiums.



Every resident of Israel, including new immigrants, is entitled to health insurance (*bituach briut*) under the National Health Insurance Law. This insurance entitles them to membership in one of the four health funds (*kupot holim*): Kupat Holim Clalit, Kupat Holim Maccabi, Kupat Holim Meuhedet, and Kupat Holim Leumit. The rates of health-insurance premiums are determined according to income.

Insurance premiums are paid to the National Insurance Institute, in the same manner as which National Insurance payments are made. People who work for an employer have their premiums deducted directly from their salary at the same time as National Insurance payments are deducted. The unemployed and self-employed must make arrangements with the National Insurance Institute directly.

For more information, contact the National Insurance Institute. You can also see the booklets entitled "National Insurance," and "The Health System in Israel," available from the Publications Department (see the order form at the back of this booklet).



## Work Injuries

Employers are obligated to insure reasonable health and safety standards in the workplace including cleanliness, ventilation, lighting, and climate control. They must also provide a source of drinking water and first aid supplies. Employers must follow all safety regulations regarding machinery and fixtures, and implement all safety procedures for handling hazardous or toxic substances.

Employers must make their employees aware of all information that will help them to avoid work-related illness or injury, and ensure that the information is understood.

The National Insurance Institute provides coverage for medical care and rehabilitation services to eligible individuals who are injured on the job, or in carrying out a work assignment. This includes insured



individuals who are injured on their way to and from work, and those who have contracted occupational illnesses.

The National Insurance Institute provides the following benefits to victims of work accidents according to the level of disability and other criteria:

- Coverage of medical expenses, occupational rehabilitation, and the possibility of financial assistance when retraining for a new job.
- Compensation for loss of income during a temporary period of inability to work.
- A monthly or one-time only disability allowance for those with a permanent disability percentage.
- Allowance or one-time payment to family members in the event of death resulting from a work injury.



Note that in all cases, all eligibility requirements must be met in order to claim any form of compensation from the National Insurance Institute.

For more detailed information, consult with a branch office of the National Insurance Institute, or visit their Website at [www.btl.gov.il](http://www.btl.gov.il). You can also refer to the booklet entitled "National Insurance," available from the Publications Department. See the order form at the back of this booklet.

## Unemployment Insurance

The National Insurance Institute pays unemployment insurance. Its purpose is to guarantee income for individuals who are temporarily unemployed. Eligibility is extended to residents of Israel ages 20 to retirement age. In some cases, persons may be eligible from the age of 18.



Note that new immigrants during their first year following aliyah can receive assured income from the Ministry of Immigrant Absorption as detailed above.

In order to be eligible for unemployment compensation you must meet the following requirements:

- You are a resident or temporary resident of Israel between the ages of 20 –retirement age or a demobilized soldier within one year of demobilization.
- You have worked for an employer prior to being unemployed, or you are a soldier or national service volunteer within one of year of demobilization.
- You are registered with the Israel Employment service. You must be capable and willing to work in your profession or any other appropriate job, and no suitable work has been found by the employment service.

In order to receive unemployment compensation it is necessary to have accumulated a "qualifying period." This period consists of at least 9 months of employment within the 18 months preceding the period of filing a claim for benefits for persons who earn a monthly wage, or at least 194 work days within the 18 months preceding the filing of a claim for benefits for persons who earn a daily wage prior to being unemployed, and on condition that National Insurance Institute premiums were paid during the period of employment.

## **Maximum Period of Benefits**

The maximum length of your period of benefits is based on your family status and age, as follows (correct at the time of publication; see the National Insurance Institute Website for updates):

- A beneficiary aged 45 or older, or aged 35 or older who has three dependents: up to 175 days.
- Beneficiary aged 35 or older, or under the age of 35 who has three dependents: up to 138 days.



- An unemployed person at least 25 years of age who has not yet reached the age of 28 and who does not have three dependents: up to 67 days.
- Beneficiary below the age of 25 with fewer than 3 dependents: up to 50 days.
- Demobilized soldier within first year following demobilization or young woman who has completed national service: up to 70 days.

\* Dependents are defined as a non-working spouse, or children below the age of 18.



## Demobilized Soldiers

The qualifying period for demobilized soldiers or young women who have completed at least 24 months of National Service is calculated as follows:

- One who was demobilized **prior** to July 1, 2007 is exempt from the qualifying period in the first year after discharge from compulsory service or volunteer service.
- One who was demobilized **following** July 1, 2007 must accumulate a qualifying period of 360 work days out of the 540 days that preceded the period of unemployment for persons employed on a monthly basis, and 300 work days out of the 540 days that preceded the period of unemployment for persons employed on a daily basis.

In calculating the number of work days (360 for a monthly worker and 300 for a daily worker), days served in compulsory military service or national service can be taken into account up to a maximum of 180 days.



A discharged soldier who undergoes vocational training can be exempt from the qualifying period for the first year following demobilization.

Demobilized soldiers and young women that complete 24 months of National Service and who then work a full 6 months in a job considered essential to the economy can be eligible to a special grant.

## **Level of Benefits**

Benefit levels are adjusted periodically. Details are available from the National Insurance Institute.

Note that one who quits their job without a justified cause, as opposed to being fired, or one who refuses an offer of suitable work, may be eligible for benefits only after 90 days have passed.

## **Assistance during Vocational Training**

An eligible individual who has been referred to a vocational training course by the Israel Employment Service and has begun training during the period of eligibility may be able to receive benefits for an additional number of days beyond the maximum period of benefits.

A beneficiary who is in a vocational training course but who is under the age of 35 and has less than 12 years of education can receive unemployment benefits for the period of study, as well as an additional period beyond the maximum period for benefits up to a set ceiling.



## **Filing a Claim**

In order to collect unemployment compensation, claimants must apply to a branch office of the NII. Claims forms can be downloaded from the National Insurance Institute Website: [www.btl.gov.il](http://www.btl.gov.il).



Be sure to present the following documents:

- Certification from the employer noting the reason for termination of your employment, with the employer's signature and stamp. If you quit your job for justifiable reasons, you must supply appropriate authorization.
- Confirmation from your former employer attesting to the duration of your employment.
- *Te'udat zehut* (identity card) and IDF discharge papers (if applicable).
- Salary statements for the last 18 months of employment.
- Authorization of registration with the Israel Employment Service.

A repeat claim for unemployment benefits may be submitted only after 12 months have elapsed since the beginning of the previous eligibility period.

## Income Supplements

One whose income from employment or other sources is lower than the minimum wage as determined by law can apply to the National Insurance Institute for a monthly income supplement.

The National Insurance Institute determines the level of the supplement according to income and family size.

It is necessary to meet all criteria for assistance, including an income investigation, as well as age and residency requirements. Spouses of applicants must meet the same criteria.

For detailed information, consult with a branch office of the National Insurance Institute. You can also visit their Website at [www.btl.gov.il](http://www.btl.gov.il), or refer to the booklet entitled "National Insurance" available from the Publications Department. See the order form at the back of this booklet.



## Appendix I

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### Preparing a Curriculum Vitae

A well-prepared resume or curriculum vitae (CV) can be a real asset when job hunting. The following guidelines are based on Israel Employment Service recommendations. You can also find many on-line resources that contain advice and sample CVs to help you.

Note that the guidelines presented here are flexible. Be sure to stress those aspects of your CV that are to your advantage. For example, if you have 20 years of experience in the same field, that is naturally more relevant than your education. It is recommended to prepare several versions of your CV that are tailored for various types of jobs. The purpose of the CV is to get you an interview, so make sure that it showcases what the employer is seeking, and that the most important information appears first. It is also acceptable to use varied font styles or graphics (within reason) in order to make your CV stand out from the rest. When sending a CV by e-mail, be sure that special fonts or graphics that you use are compatible with any receiver's program.

**Language:** CVs should be submitted in either Hebrew or English.

**Length:** Try to limit your CV to no more than two pages. Many employers prefer one page.

**Style:** The CV should be divided into separate sections for each topic.

**Format:** CVs should be printed unless you have been asked for a handwritten application. Some employers may wish to submit the CV for a graphological evaluation. In such cases the CV should be written in the language in which you are most proficient.

**Structure:** The following items should appear at the beginning of the CV: name, address, telephone number (cell phone or land-line,



whichever the number you are most likely to be reached at), e-mail address or personal web address. Some people like to add a short summary of their career goals or description of themselves following their contact information. If you chose to do so, keep this short but make sure it contains information that immediately "sells" you to a prospective employer.

**Profession:** A brief description.

**Education:** This section should include the name of the institution where you studied your profession, the location of the institution, the number of years of study, the date of completion of studies and the degree obtained. There is no need for college graduates to give detailed information regarding their high school studies.

**Work Experience:** Review of places of employment and types of work done, beginning with the most recent or the present one. The list should include the name of the firm, its location, the types of work done and the responsibilities, accomplishments, specific areas of work (e.g. use of specific computer software) and the number of years spent in each job.

**Publications:** Any material that you have published should be listed bibliographically.

**Languages:** All foreign languages in which you are reasonably competent should be listed. Competence in particular computer languages should also be listed.

**Recommendations:** The phrase "recommendations available on request" is usually sufficient. Be prepared to back it up with names of people and/or institutions who can provide recommendations if you are specifically asked.

The following items should not be included: health, hobbies, political and / or youth movement affiliations, travels.



## Appendix II

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### The Job Interview

Be sure to "do your homework" before an interview and find out as much about the prospective employer as you can. Study their website, speak to anyone you may know that works there, look over public financial statements and shareholders reports, and be prepared to demonstrate where you can fit in and what you have to contribute.

#### **What to bring with you:**

- Curriculum Vitae.
- Copies of degrees and diplomas with official, authorized translations, and certification from the Bureau for Evaluation of Foreign Academic Degrees and Diplomas of the Ministry of Education.
- Proof of previous work experience. An authorized translation may be beneficial.
- Letters of recommendation and/or names of people who could recommend you.
- Proof of membership in professional or trade organizations.
- Two passport photos.
- Reprints of articles you have written, or any other samples of your past work that are relevant. Be prepared to leave these.
- A license for the practice of your profession (doctors, lawyers, accountants, etc.)





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**Note:** Original documents should be brought for display purposes only. Be sure to have plenty of copies of anything you may have to leave with a potential employer. Never give original documents to anyone!

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Although the atmosphere and dress-code in many Israeli workplaces can be extremely casual, it is still important to present a professional image during a job interview. Be sure to dress appropriately, even if the interviewer is wearing shorts. Don't smoke or chew gum. Present your CV, work samples, and other documents in a polished, organized fashion.

### **Interview Hints\***

The following section focuses on eight commonly asked questions – questions that appear to focus on the interviewee, but have a "hidden agenda" to determine the interviewee's potential contribution to the organization. You should consider your answers carefully, in order to emphasize your suitability to the organization.

#### **1. "Tell me about yourself" or "Describe yourself."**

HIDDEN QUESTION: "Are you suitable for the job?"

Your response must indicate a relevant trait that emphasizes your ability to meet job demands. For example, for a sales position, indicate your love of "give and take" in a sales pitch, or your ability to take the initiative. Include examples of your past accomplishments and successes.

#### **2. "What interests you in the job?"**

HIDDEN QUESTION: "What do you know about the various components of the job?"



To answer this effectively, pay attention to what the interviewer says about the job in his opening comments (or to what was listed as requirements in the advertisement) such as, "This is a high pressured job, " and focus your interest on this aspect. Bring examples from past jobs, if possible.

### 3. **"Tell me about your experience."**

HIDDEN QUESTION: "What did you learn from your experience that will benefit this company?"

Avoid the pitfall of relating work (or volunteer) experiences that are not relevant to the job at hand. Focus on experience that is relevant, e.g. an officers course in the army will indicate administrative or managerial experience. You want to leave the impression that you are suitable for the job, not just a nice person.

### 4. **"What are your faults/weaknesses?" or "What would you like to improve about yourself?"**

Be careful not to indicate a serious fault that will disqualify you. Instead, admit a "weakness" that could be considered an asset for the job, such as, "I get so engrossed in my work that I lose track of time and do not leave work on time."

### 5. **"What are you proud of?"**

HIDDEN QUESTION: "What work conditions do you like to work in?" For example, if the job requires a lot of interaction with people, indicate your past satisfaction with being a team member, or coordinating staff projects, etc.

### 6. **"What are your hobbies?"**

HIDDEN QUESTION: "Do you have many outside activities that may prevent you from performing well at the job?"

Answer this carefully. Focus on a hobby or interest that emphasizes a specific ability or one that your interviewer shares – or be able to name drop. Avoid mentioning political or religious affiliations that



may antagonize the interviewer, unless you are sure of the interviewer's opinions on these matters.

#### 7. "What are Your Career Goals?"

Answer in generalities, indicating your readiness to invest time and energy in your career and advancement, without narrowing the focus.

#### 8. "Do you know the salary being offered?"

HIDDEN QUESTION: "Can we get you for less?" or "Are your salary expectations realistic?"

Avoid stating a specific figure and try to get the interviewer to indicate one first (so you do not sell yourself short and get less than they were willing to offer). Direct discussion back to specifics of the job, for example, "The salary, of course, depends on job responsibilities, and I need to know more about that first." If you must name a figure, start high but realistic.

Be prepared to compromise with a "caveat" such as "I am willing to come down provided the job will offer me rewarding challenges and/or opportunities for advancement and future salary raises."

If you are asked a question with an unclear meaning, is not always possible or desirable to give a definite answer. It is usually best to answer in a way that avoids any form of commitment. For example, for questions such as "Do you prefer routine or creative work," or "How long do you intend to work with our company," it is acceptable to reply that it is still too early to make long term plans, but that you have a wide range of experience. You can add that you understand the connection between routine work and creativity, and that you appreciate teamwork, but at the same time are able to work independently.

If you are asked a question such as "What would you suggest be done to improve work at this company?" It is best to avoid any kind of direct answer, and to say, for example, that you need to learn more about the organization before you would be able to comment.



At the conclusion of a job interview, be sure to ask when the next meeting will take place, and record the name and telephone number of the contact person.

\* Courtesy of "Ma'ariv" – Adapted by AACI Job Development Professionals.

Be sure to follow up the interview with a thank-you note or e-mail.



## Appendix III

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### The Information Interview

The following are sample questions you may want to ask fellow professionals or potential employers in Israel regarding your professional opportunities:

- Job Trends; Where are the jobs? Is the market glutted? Is there room for advancement? How did the person you are speaking with get their job?
- Salary Range, Benefits; Is it necessary to supplement the salary? Differences between private enterprise, government salaries, etc.?
- Certification and Licensing Requirements; This is a critical area for many professionals. What diplomas, records, transcripts, letters and other documents are necessary to bring along and submit? Will you need to do an internship or apprenticeship before being licensed? Remember that certification affects more than the possibility of finding work. It also determines salary levels and status at your place of work.
- How do professional standards compare with those in your country of origin? What are the professional satisfactions?
- Should you consider related fields or retraining?
- Suggestions for other people or companies to contact for additional information or follow-up sessions.

\* Courtesy of AACI Job Development professionals.



## Useful Addresses and Telephone Numbers

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



Address

Tel/Fax

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### Ministry of Immigrant Absorption

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

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

#### Main Office

2 Rehov Kaplan

(02) 6752611

Kiryat Ben Gurion

POB 91950

Jerusalem 91130

National Telephone Information Center (03) 9733333

Public Inquiries (02) 6752765/766/762

Entrepreneurs' Division (02) 6752625

Returning Residents Division (02) 6750365

2 Rehov Kaplan

Jerusalem

Entrepreneurs Division (02) 6752625



Address

Tel/Fax

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

31 Rehov Zalman Shazar (08) 6261216 / 1-599-500-921

Beer Sheva Fax: (08) 6230811

Jerusalem District Office 1-599-500-923

15 Rehov Hillel Fax: (02) 6249398

[Publications Department](#)

Fax: (02) 6241585

### **Haifa and Northern District Headquarters**

15 Rehov HaPalyam (04) 8631114 / 1-599-500-922

Haifa Fax: (04) 8631110

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

6 Rehov Esther HaMalka 1-599-500-901

Tel Aviv Fax: (03) 5209173

### **Center for Absorption in Science**

[www.moia.gov.il/moia\\_he/scientists/AbsorptionCenter/htm](http://www.moia.gov.il/moia_he/scientists/AbsorptionCenter/htm).

Technology and Exact Sciences (02) 6214547 [nunub@moia.gov.il](mailto:nunub@moia.gov.il)

Social Sciences (02) 6214596 [yanag@moia.gov.il](mailto:yanag@moia.gov.il)

Medical and Life Sciences (02) 6214651 [hoori@moia.gov.il](mailto:hoori@moia.gov.il)

### **Employment Centers for Olim**

116 Derech Menachem Begin (03) 5614645

Beit Kalka

[Tel Aviv](#)

25 Rehov HaMosachim (04) 8723802

[Haifa](#)

5 Rehov HaTzvi (02) 5371186

[Jerusalem](#)



Address Tel/Fax

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7 Rehov Yehoshua HaTzoref  
Michelet Atid (08) 6272019  
[Beer Sheva](#)

3 Rehov Netiv HaAvot (09) 7482324  
[Cfar Sava](#)

9 Rehov HaRishonim (08) 8524015  
[Ashdod](#)

### **Business Information Center**

infobiz@014.net.il 1-700-702-071 Fax: (03) 9674094

### **Local Authority Information Lines**

*(Moked Ironi)* 105/6/7

### **The Ministry of Trade, Industry and Labor**

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

5 Rehov Bank of Yisrael (02) 6662000  
Jerusalem

### **Israel Employment Service**

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

Central Bus Station (02) 5013111  
224 Rehov Yaffo  
[Jerusalem](#)

125 Derech Begin (03) 7634111  
[Tel Aviv](#)

32 Rehov Peretz (04) 8514970  
[Haifa](#)

4 Rehov HaTikva (08) 6264164  
[Beer Sheva](#)



Address

Tel/Fax

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For more locations, see the Israel Employment Service Website, or contact your municipal information line (105/6/7).

## **Department of Labor Relations — Ministry of Trade, Industry and Labor**

Haifa (04) 8619225

naval@moital.gov.il

Jerusalem (02) 6662794

Avi.Ornan@moital.gov.il

Tel Aviv (03) 5125355

Lilian.Pergament@moital.gov.il

## **The National Insurance Institute**

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

Main Office (02) 6709211

13 Sderot Weizmann

Jerusalem 95437

National Call Center \*6050 or 1-222-6050

## **Income Tax Authority**

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

66 Rehov Kanfei Nesharim (02) 6545111

Givat Shaul

[Jerusalem](#)

3 Rehov L. Peretz (03) 7634362

[Tel Aviv](#)

125 Rehov Menachem Begin (03) 7633333

[Tel Aviv](#)



Address	Tel/Fax
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15 Sderot HaPalyam Haifa	(04) 8630000
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Beit Oshira 31 Rehov Zalman Shazar Beer Sheva	(08) 6293555
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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)

Information Line	1-800-250-025
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### Main Office

2 Rehov Devorah HaNevia Jerusalem	(02) 5602222
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## Unit for Absorption of Immigrant Teachers

15 Rehov Kanfei Nesharim Givat Shaul Jerusalem	(02) 5604705
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2 Rehov HaShlosha Yad Eliyahu Tel Aviv	(03) 6896309
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15 Sd. HaPalyam Haifa	(04) 8632676
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15 Rehov HaNesi'im Beer Sheva	(08) 6263333
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Beit HaMemshela Upper Nazareth 17000	(04) 6500177
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## Bureau for the Evaluation of Foreign Academic Degrees and Diplomas

Ministry of Education

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

2 Rehov Devora, [Jerusalem](#)

(02) 5602853

Public Reception Hours: M, W 10:00-13:00; Telephone Services: S, T, Th 8:30-13:00

15 Rehov HaPalyam, [Haifa](#)

(04) 8632566

Public Reception Hours: M, T, W, 13:30-16:00; Telephone Services: Th 13:30-16:00

4 Rehov HaTikva, [Beersheva](#)

(08) 6263255

Public Reception Hours and Telephone Services: S-W 8:30-12:00

**For more information:**

(02) 5602853 S, T, Th 8:30-13:00

## Ministry of Social Affairs

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

Registrar of Social Workers

(02) 6066590

10 Rehov Yad Harutzim,

[Jerusalem](#) 93420

## The Israel Auditors Council

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

22 Rehov Beit HaDfus, Third Floor

Fax: (02) 6549333 ext. 4

P.O.B. 34357, [Jerusalem](#)

## Unit for Registration of Engineers and Architects

[aeai@netvision.net.il](mailto:aeai@netvision.net.il)

[Miriam.Aminov@moital.gov.il](mailto:Miriam.Aminov@moital.gov.il) / [Orly.Gershon@moital.gov.il](mailto:Orly.Gershon@moital.gov.il)

86 Derech Menachem Begin

(03) 5612295

P.O.B. 36046

[Tel Aviv](#)



Address

Tel/Fax

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## Unit for Electricity and Electronics

elibe@moital.gov.il

8 Rehov HaMelech David

(02) 6662032/30

Jerusalem

Fax: (02) 6243042

## The Ministry of Health

www.health.gov.il

2 Rehov Ben Tabai

Jerusalem 93591

Department of Medical Professions

(02) 6705705

Nursing Division

(02) 6705852

Department of Dental Health

29 Rehov Rivka

(02) 5681268/73

Talpiot, Jerusalem

Fax: (02) 5691449

## District Offices

157 Rehov Yaffo

(02) 5314800/2

Jerusalem 94341

Fax: (02) 6243835

14 Rehov HaArba'a

(03) 5634848

Tel Aviv

15 Sderot HaPalyam

(04) 8633111

Haifa

## Secretariat, Council of Psychologists

psy.divi@mkyafu.health.gov.il

5 Rehov HaRabbi MiBachrach

(03) 5151166

Tel Aviv/Yaffo 66849

Fax: (03) 5151180



Address

Tel/Fax

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## **Veterinary Services Unit Ministry of Agriculture**

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

P.O.B. 12

(03) 9681682

[Beit Dagan](#)

## **Central Committee of the Israel Bar**

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

1 Rehov Chopin

(02) 5660271

[Jerusalem](#) 92190

## **The Ministry of Transportation**

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

National Telephone Information Center 1-222-56-78/\*5678

5 Rehov Bank of Israel

(02) 6663333/3222

P.O.B. 867, [Jerusalem](#) 91008

## **Technological Incubators**

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

[incubators@actcom.co.il](mailto:incubators@actcom.co.il)

29 Rehov HaMered

(03) 5103941

[Tel Aviv](#)

## **MATI**

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

1-700-700-605

Information Line

(03) 9674094 Fax: (03) 5107557

## **The New Histadrut Labor Federation**

(Selected List)

National Line

1-700-700-331

17 Rehov Strauss

(02) 6207222

[Jerusalem](#)

93 Rehov Arlozorov

(03) 6921889

[Tel Aviv](#)



Address	Tel/Fax
2 Rehov Houri Haifa	(04) 8610111
Rehov Poalei Binyan Beer Sheva	(08) 6463011

## **The Ministry of Justice Legal Aid**

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

1 Rehov HaSoreg  
Jerusalem (02) 6211333

4 Rehov Szold  
Tel Aviv (03) 6932777

15 Rehov HaPalyam  
Haifa (04) 8633666

33 Rehov Shazar  
Beer Sheva (08) 6404526

## **Citizens' Advice Bureau of the Ministry of Social Affairs**

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

National Information Line 1-800-802-100

## **Israel Womens Network**

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

[office@iwn.org.il](mailto:office@iwn.org.il)

9 Rehov HaBonim (03) 6123990

Ramat Gan 52462 Fax: (03) 6123991

## **Na'amat – Movement of Working Women and Volunteers**

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

[naamat@naamat.org.il](mailto:naamat@naamat.org.il)



Address Tel/Fax

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National Office

93 Rehov Arlozorov

(03) 6921990

Tel Aviv 62098

## **WIZO – Women's International Zionist Organization**

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

38 Sderot David HaMelech

(03) 6923717

Information Line for Pregnant Women

(03) 6923825

Tel Aviv

## **Emunah Women's Organization**

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

Information in English

(03) 6179222, (02) 5639963,

(04) 8666772

[HaNoar HaOved VeHaLomed](http://HaNoar HaOved VeHaLomed)

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

(Information and assistance regarding the rights of working minors.)

Telemesser

045-4001100

## **English-Speaking Immigrant Organizations**

[Association of Americans and Canadians in Israel \(AACI\)](http://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)

6 Rehov Mane

(02) 5617151

Jerusalem 92227

Fax: (02) 5661186

P.O.B. 4337, Jerusalem

(02) 5661181

76 Rehov Ibn Gvirol

(03) 6960401

Tel Aviv 61560

Fax: (03) 5291706

28 Rehov Shmuel HaNatziv

(09) 8330950

Netanya 42281

Fax: (09) 8629183



Address	Tel/Fax
Matnas "Yud Aleph" Rehov Mordechai Namir Beer Sheva 84483	(08) 6434461

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

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

76 Rehov Ibn Gvirol P.O.B. 16266 Tel Aviv 61162 / <a href="mailto:Israel@UJIA.org.il">Israel@UJIA.org.il</a>	(03) 6965244/65/6/7 Fax: (03) 6967049
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11 Rehov Pinsker Jerusalem 92227 <a href="mailto:ronen@ujia.org.il">ronen@ujia.org.il</a>	(02) 5634822 Fax: (02) 5663193
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Moshav Me'ona P.O.B. 5144 24920	(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 43212	(09) 7446110 Fax: (09) 7446112
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13 Sderot Ben Maimon Jerusalem 92223	(02) 5634822 Fax: (02) 5663193
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### ESRA – English Speaking Residents Association

[esra\\_her@trendline.co.il](mailto:esra_her@trendline.co.il)

Herzliya	Fax: (09) 9565728
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## Other Available Publications

The following booklets are available from the Publications Department. To order, simply indicate the booklets you wish to receive and return the order form to the Publications Department, English Section, Ministry of Immigrant Absorption, 15 Rehov Hillel, Jerusalem 94581. The publications will be mailed to you free of charge.

- Guide for the New Immigrant
- The Absorption Basket
- ConsumerFocus Magazine
- Employment
- Employment Guidance Centers
- Education
- Guarding Your Health in Israel
- A Guide to Services for the Disabled
- A Guide to Transportation in Israel
- A Guide to Ulpan Study
- First Steps
- Health Services in Israel
- Housing
- The Life Cycle in Israel
- Military Service
- National Insurance Institute
- Retirees
- Accountants
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- Engineers and Architects
- Lawyers
- Medical Professionals
- Nurses
- Psychologists
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- Assistance to Victims of Enemy Actions
- Registering for a Health Fund
- Information for Olim Newspaper
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Please send the completed questionnaire to the Ministry of Immigrant Absorption, Publications Department, English Section, 15 Rehov Hillel, Jerusalem, 94581, or by fax to (02) 6241585. You can also place this questionnaire in the public suggestions box at an office of the Ministry of Absorption nearest you.

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









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