

The State of Israel takes responsibility for aiding every person harmed by enemy actions (officially known as ‘victims of enemy actions’ – *nifga’ei peulot eiva*).

The Department of Rehabilitation of the National Insurance Institute is the main official body responsible for providing services to all residents of Israel harmed by terrorist actions, and to their families, regardless of when they become Israeli citizens.

Soldiers injured in terror attacks receive services from the Ministry of Defense.

Further, the staff of the Ministry of Aliyah and Immigrant Absorption is always available and willing to offer whatever assistance they can, and to provide referrals to appropriate sources of help.

Note, this is the fourth edition of this booklet and hereby nullifies all 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 National Insurance Institute, the Ministry of Aliyah and Immigrant Absorption, the Ministry of Defense, and other official bodies will prevail.

This information in this booklet does **NOT** confer eligibility for any type of assistance or service. It is presented as a service to the public only. Before taking any action, check eligibility and receive more information from the National Insurance Institute, the Ministry of Aliyah and Immigrant Absorption, and other official sources.

The information contained here is based on a Hebrew-language booklet produced by the National Insurance Institute. More detailed information is available from branch offices of the National Insurance Institute, or from the social services departments of the local authorities. In most locations, it is possible to reach a local authority by dialing 105/6/7.

The Compensation Law for Victims of Enemy Actions (1970) covers:

- Citizens and residents of Israel, and foreign citizens working for an Israeli employer, who are injured on Israeli territory, Judea, Samaria, Gaza, or overseas.
- Tourists legally visiting Israel, who are injured in Israel, Gaza, or Judea and Samaria.

The Law does not extend to persons who join or support a terrorist organization.

Note that one who is injured within the territory of another country, and who receives compensation from the government of that country, is not eligible to receive compensation from the State of Israel.

The Law provides for a number of benefits, including financial compensation, from the State of Israel to victims of enemy actions, and their families, regardless of when they receive Israeli citizenship.

All matters concerning the classification of an incident as an ‘enemy action’ (*peulat eiva*) are handled by the Certification Authority (*Reshut Me’asheret*) of the Ministry of Defense. Authorization from the Authority is a primary condition for receiving compensation. Without such authorization, the National Insurance Institute does not consider any claim for compensation.

It is possible to appeal a denial of authorization on the part of the Authority, in writing, through the Appeals Committee (*Va’adat Iurim*), which is next to the Tel Aviv District Court. Appeals must be sent within 60 days of the date of receipt of the Authority’s decision. The decision of the Appeals Committee is final and cannot be altered.

The Disability Law (1959) defines the levels of financial assistance granted to victims of enemy actions.

Types of Assistance

The National Insurance Institute covers medical expenses related to injuries, including initial medical care, hospitalization in any hospital recognized by the Ministry of Health (and is not private), ongoing care, and rehabilitation. Further, the National Insurance Institute provides refunds for the purchase of medications and medical equipment, as well as for costs of transporting the injured person to and from medical treatment.

A claimant who is classified as “lightly injured” must go to the nearest branch of the National Insurance Institute with a letter of referral from their health fund or the hospital at which they received first aid treatment. A person who did not arrive at a hospital in an ambulance must also bring authorization from the Police.

When a patient is classified as “seriously injured,” a social worker from the National Insurance Institute will in most cases assist the patient and family members in making initial arrangements. The social worker will also help to file the claim for recognition as a victim of an enemy action, and provide patients and families with whatever information that they need.

File a claim for recognition as a victim of an enemy action with the National Insurance Institute within **one year** of the incident. The National Insurance Institute has the authority to deny recognition in cases in which a claim is filed later than one year of the incident.

If a patient’s injuries are likely to result in either partial or total loss of ability to work, the individual is referred to the Medical Committee (*Va’ada Refuit*) of the National Insurance Institute, which determines the extent to which the disability is temporary or permanent. Following this determination, the individual is in most cases eligible either for a monthly allowance or a one-time payment. Generally speaking, a claimant who receives authorization of a disability of 10%-19% can receive a one-time payment, while a claimant who receives authorization of a disability of 20% or higher is eligible for a monthly allowance

(*kitzbat nechut*) according to the type of disability.

Decisions of the Medical Committee may be appealed within 30 days of receipt. Send appeals to the Secretary of the Medical Committee of the National Insurance Institute.

Recipients of a disability allowance may be further eligible for a number of other benefits. These benefits may include:

- Persons eligible for 100% of a special allowance for victims of enemy actions may receive assistance for purchasing an apartment. Contact the National Insurance Institute for more information.
- Partial payment of telephone expenses
- Assistance towards children’s school fees
- Assistance towards household expenses
- Assistance for purchasing an air conditioner and clothing
- A convalescence allowance (*dmei havra’a*)
- An individual who is authorized as having a disability of 10% and over may receive a discount on municipal taxes (*arnona*). The local authority determines the level of the discount. The National Insurance Institute submits an annual list of persons eligible for a discount to the local authorities.
- An individual with at least a 50% disability can be eligible for placement in a chronic-care facility.
- An individual with a 50% disability may receive an annual grant for home- heating and other benefits.
- Persons with a 20% disability may be eligible for vocational rehabilitation and training.

Assistance to Family Members

Family members, including parents, siblings, children, and spouses, can receive compensation for travel expenses, board, and lodging expenses when a relative is hospitalized in moderate, serious, or critical condition. If there is a dining facility in the hospital, family members can receive special vouchers for use in the facility. If there is no facility in the hospital, family members may receive refunds for meal expenses. The hospital and National Insurance Institute social workers are responsible for handling these arrangements.

In most hospitals, there are sleeping facilities for the use of family members. If there are no such facilities, the National Insurance Institute may cover the costs of lodging in a regular hotel. Similarly, the National Insurance Institute may pay compensation for lost workdays, and for the costs of child-care, from the day of the injury until such time as the patient’s condition no longer necessitates the continuous presence of family members at the hospital.

It is possible to consult with a rehabilitation worker from the National Insurance Institute about any issue related to injuries caused by an enemy action. The Institute also offers support groups for persons affected by an enemy action. Notices about support groups are publicized; information is also available from a branch office of the Institute.

Assistance from Organizations and Associations

In addition to the National Insurance Institute, numerous public bodies and voluntary organizations offer assistance to victims of enemy actions, including psychological counseling and practical help. It should be stressed that every person harmed by an enemy action is entitled to the help that they require, regardless of their ability to speak and understand Hebrew. It is always possible to request an English-speaking social worker or counselor, or a referral to one. No person should let a lack of Hebrew prevent them from receiving the help that they need, at any time.

Included among the bodies offering assistance is “Sela” (*Siva LeOleh BeMashber* – Assistance to Immigrants in Crisis) which offers immediate practical support as well as long-term forms of assistance such as support groups. The Israel Psychotrauma Center offers immediate crisis intervention, and the Natal Support Center for Victims of National Psychotrauma provides long-term counseling and therapy. The Organization of Terror Victims may also be able to offer support and assistance. The Eran Mental Health Hotline provides immediate crisis-intervention and counseling by telephone. Counselors from one of the English-speaking immigrant organizations may also be able to provide guidance and referrals. (see Useful Addresses).

“Hosen” Centers offer immediate assistance during and following an emergency situation, as well as ongoing treatment for populations exposed to continuous security situations. They operate a telephone hotline and offer group and individual services.

The “Kol Zchut” website: www.kolzchut.org.il is a database that consolidates a large quantity of information about the rights of residents of Israel and their manner of exercise, including in the area of victims of enemy actions.

Compensation for Damaged Property

If damage was caused to property during an enemy action, or during attempts to prevent or neutralize such an action, the owner may be eligible for financial compensation. Detailed information about filing a claim for compensation, as well as information on the required documents, is available from the branch offices of the Property Tax (*Mas Richush*).

Useful Addresses

Emergency Numbers

Police	100
Fire Department	102
Magen David Adom	101
United Hatzala	1221
Ministry of Social Affairs and Social Services Hotline	118
Home Front Command	1 0 4
Domestic Violence Hotline	1-800-220-000
Victims of Sexual Abuse	1202

Ministry of Aliyah and Immigrant Absorption

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

Main Office

2 Rehov Kaplan
Kiryat Ben Gurion
Jerusalem

National Telephone Information Center (03) 9733333

Public Inquiries (02) 6752765
Fax: (02) 6752741

Southern and Jerusalem District Headquarters

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

Publications Department Fax: (02) 6241585

Haifa and Northern District Headquarters

15 Sderot HaPalyam (04) 8631111
Haifa

Tel Aviv and Central District Headquarters

6 Rehov Esther HaMalka 1-599-500-901
Tel Aviv

Branch and District Offices

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

Ashdod

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

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

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

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

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

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

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

The National Insurance Institute
www.btl.gov.il

Main Office (02) 6709211
13 Sderot Weizmann

National Information Number 1-222-6050/*6050

District Offices:

101 Rehov HaNasi 7 Rehov Yisrael Galili
Ashkelon Rishon LeTzion

31 Rehov Shazar 17 Rehov Yitzhak Sadeh
Beer Sheva Tel Aviv

11 Rehov Nasi Yisrael Branch Offices
Carmiel

39 Rehov Weizmann 14 Rehov HaBanim
Cfar Saba Ashdod

7A Rehov Hillel Yaffe 2 Rehov Jabotinsky
Hadera Bat Yam

8 Rehov HaPalyam 8 Rehov HaNasi
Haifa Beit Shemesh

4 Rehov Shimon Ben Shetach 12 Rehov Aharonovitch
Jerusalem Bnai Brak

62 Sderot Weizmann 11 Nis'ei Yisrael
Naharia Carmiel

68 Rehov Herzl 12 Rehov Midian
Netanya Eilat

72 Rehov Rothschild 22 Rehov Ben Gurion
Petach Tikva Hertzlia

15 Rehov HaHashmonaim Sd. Tel Chai, Commercial
Ramat Gan Kiryat Shmona

64 Rehov Remez 100 Rehov HaPalmach
Rehovot Tzfat

Call the information number for information about public reception hours, more addresses, etc.

Property Tax (Mas Richush)
www.finance.gov.il

66 Rehov Kanfei Nesharim (02) 6545222
Jerusalem

125 Sd. Begin (03) 7633333
Tel Aviv

15 Sderot HaPalyam (04) 8630000
Haifa

31 Sderot Shazar (08) 6293555
Beer Sheva

Kol Zchut Information Website
www.kolzchut.org.il

Selah – Assistance to Immigrants In Crisis
www.sela.org.il

19 Rehov Weisberg Tel: (03) 7964000
Ramot Tzahala, Tel Aviv Fax: (03) 5107751

Eran Mental Health Hotline
www.eran.org.il

National Number 1201
Seniors 1-700-501-201/*3201
Soldiers *2201

The Israel Psychotrauma Center
www.traumaweb.org

35 Rehov Mekor Chaim (02) 6449666
Talpiot, Jerusalem

Natal – Support Center for Victims of National Psychotrauma
www.natal.org.il

Hotline 1-800-363-363

10 Rehov Ibn Gvirol
Tel Aviv

Israel Trauma Coalition
www.israeltraumacoalition.org

21/1 Rehov HaRav Herzog (02) 6722618
Jerusalem

Association of Victims of Enemy Actions
www.irgun.org.il

9 Rehov Beit Oren (03) 6884729
Tel Aviv Fax: (03) 6884724

Amcha – Association of Holocaust Survivors

Main Office
23 Rehov Hillel (02) 6250634
Jerusalem

Mahut Israel
www.mahut-israel.org

11 Rehov Gush Etzion (03) 5246888
Givat Shmuel

English-Speaking Immigrant Organizations

Association of Americans and Canadians in Israel (AACI)

37 Rehov Pierre Koenig (02) 5617151
Jerusalem Fax: (02) 5661186

94 Rehov Allenby (03) 6960389
Tel Aviv Fax: (03) 6960401

28 Rehov Shmuel HaNatziv (09) 8330950
Netanya

Matnas “Yud Aleph” (08) 6433953
Rehov Mordechai Namir (08) 6434461
Beer Sheva

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

32 Rehov Tuval (03) 6965244
POB 3624 Fax: (03) 6968696
Tel Aviv
Israel@UJIA.org.il

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

Moshav Meona
P.O.B. 5144 (04) 9975166

South African Zionist Federation
www.telfed.org.il
telfed@inter.net.il

19/3 Rehov Schwartz 1st Floor (09) 7446110
Ra’ananna Fax: (09) 7446112

13 Rehov Ben Maimon (02) 5634822
Jerusalem

ESRA – English Speaking Residents Association
www.esra.org.il
esra_her@trendline.co.il

10 Rehov HaTsabarim (09) 9508371
Herzlia



מדינת ישראל
משרד העלייה והקליטה

הופק על ידי
אגף מידע ופרסום
משרד העלייה והקליטה
רח' הלל 15, ירושלים 9458115
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Produced by
The Publications Department
Ministry of Aliyah and Immigrant Absorption
15 Rehov Hillel, Jerusalem 9458115
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Telephone Information Center (03) 9733333



www.klita.gov.il
e-mail:info@moia.gov.il

Catalogue Number: 0114816040
הודפס על ידי המדפיס הממשלתי

