

קו לעובד /
Worker's Hotline
كود العمال /

2023

Kav LaOved

ANNUAL REPORT

LETTER FROM THE DIRECTOR



On 1 January 2024, after years of community lawyering assisting marginalized grassroots communities, I stepped with great enthusiasm into the role of Executive Director at Kav LaOved.

I am deeply honored to walk in the footsteps of our former director, Adi Maoz. Her steadfast leadership and unwavering commitment have not only fortified our organization but also set a robust foundation for us to continue our mission.

Starting my role amidst the turmoil of war, I am acutely aware of the immense challenges confronting marginalized workers: low-income Israelis, Palestinians, migrants, refugees, asylum seekers, and those without status. The onset of this war has intensified their struggles and exacerbated existing vulnerabilities. Job security and protection have become distant memories for many as businesses shut down, livelihoods vanish, and economic opportunities evaporate in the face of disruption, depriving many workers of their agency, and leaving them vulnerable to exploitation and gross violations of their labor rights.

In the current challenging context, all our energies at Kav La Oved's are focused on generating a tangible and meaningful difference in the lives of vulnerable workers affected by the ravages of this war.

KLO is a beacon of support to vulnerable workers in accessing their rights, and a driver of policy reforms. It amplifies the voices of workers, safeguards and protects their basic rights, and upholds their dignity.

Let's forge ahead with renewed assurance, championing the cause of vulnerable workers' rights, striving for real, positive change locally and globally.

Adv. Ohad Amar
Executive Director
Kav LaOved



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ABOUT KAV LAOVED

Kav LaOved/The Worker's Hotline is an Israeli civil society organization committed to the defense of workers' rights within the framework of Israel's labor law and international standards, irrespective of nationality, religion, gender, or legal status.

Established in 1991, Kav LaOved supports the most disadvantaged populations in the Israeli labor market: migrant workers, refugees, asylum-seekers, workers with no status, Palestinians, Arab citizens of Israel, and low-income Israelis.

KLO provides labor rights guidance as well as legal and paralegal assistance to individual workers. We also monitor the labor market, document violations, and carry out policy and legal advocacy directed at policy improvements.

KLO employs a staff of 24 professionals in various fields and engages over 49 trained volunteers. The organization is governed by a seven-member board of directors.



2023 IN NUMBERS

We assisted over

5,786

individual workers from more than **40 countries**.

We reclaimed over

20 MILLION NIS

of withheld wages and benefits, ensuring they were returned to workers by their employers.

We continued to provide face-to-face reception hours to workers at our two offices as well as in the field and online, in

8

languages.

Over

156,000

people followed our **8 Facebook pages** in **6 different languages**.

We disseminated

35

“Know Your Rights” information sheets in **6 languages**.

We produced over

113

reports, policy papers and newsletters in Hebrew, English and Arabic.

We managed

10

strategic petitions for the protection of workers’ rights, including **5** in the High Court of Justice.

We facilitated more than

37

workshops and online awareness raising meetings for workers.

On, and immediately after, 7 October 2023, we helped more than

600

migrant and Palestinian workers reach safety.

We were mentioned by over

237

media publications locally and internationally.

In 2023, our team was formed of:

24

staff members

49

trained volunteers.

We achieved all this with an annual budget of

3.9 MILLION NIS

equaling about 1 million USD.



2023 AT KAV

LAOVED:

A YEAR OF

EXTREME

UPHEAVAL

Israel entered 2023 in a state of upheaval, witnessing the return of Prime Minister Netanyahu to the premier's seat, and the emergence of new coalition partners whose actions actively worked to undermine the democratic system and erode human rights, including equality and protections. In May, a draft bill proposing a 65 percent tax on foreign government donations to Israeli civil society organizations was introduced, but quickly faced criticism both domestically and internationally and was put aside. Also, the government fervently pushed for a comprehensive judicial reform aimed at diminishing the powers of the Supreme Court. The ensuing months saw the country enveloped in a pattern of weekly protests, escalating in intensity and frequency.

Amid this turbulent political landscape, KLO continued assisting workers, supporting them in accessing justice and reclaiming their withheld benefits and rights. The vulnerability of the Supreme Court placed us in a delicate position, prompting caution in our approach to principle cases, to avoid worsening the precarious policy status quo and potentially harming our beneficiaries. Nevertheless, we continued actively engaging in raising awareness among the public, government, and media regarding systematic violations, insufficient enforcement, and lack of protection in areas such as occupational safety and health, Palestinian labor rights, healthcare entitlements for migrant workers, unjust deductions from migrant workers' deposit accounts, exploitative employment practices of international students in agriculture, and more. We drafted and disseminated dozens of position papers, legal queries and policy reports, and were also invited



to speak in numerous Knesset committee hearings, conferences, and roundtable meetings. Throughout the year we played a crucial role in advocating for, and spotlighting, the rights and needs of vulnerable workers in the face of evolving challenges.

And then, the gloomy 7th of October war hit us all with its barrage of unprecedented challenges. Many migrant workers residing in the areas around the Gaza Strip were also killed, wounded, and abducted, with many casualties amongst Thai agricultural workers, Nepalese workers/students in international programs, and Filipino caregivers. KLO was forced to become a rescue and emergency response force over an almost three-week period, assisting hundreds of migrant and Palestinian workers reaching safety.

Large swathes of the country were evacuated of their population and displaced workers were left in limbo regarding their labor rights. Parents of young children were unable to attend work due to temporary school closures. Many workers were called up for reserve duty, while others faced job losses as their workplaces shut down. Amidst the crisis, many employers exploited the situation and terminated employment contracts through non-compliant means. Many Arab Israelis were also illegally dismissed based on political considerations.

On 7 October the government decided to bar all Palestinian workers from the West Bank and Gaza from entering Israel, resulting in more than 120,000 Palestinians workers remaining without a job, with

no income or access to livelihoods for them and their families. Many banned Palestinian workers also did not receive their wages for the months of September and up to 7 October, adding financial strain to an already tumultuous situation. Over 4,000 Gazan workers were detained in Israel and later sent back to Gaza, while thousands of others escaped to the West Bank seeking shelter.

Many migrant workers faced job losses due to the disruptions caused by the war, while others chose to leave the country for safety reasons, often having to leave their benefits behind. The war and the banning of Palestinian workers created profound voids and an urgent need for new workers, particularly in the construction and agriculture sectors. Following the government's approval of new emergency quotas, migrant workers were recruited in developing countries through private agencies, outside of any organized or supervised labor rights' safeguarding mechanisms. Some newly arrived migrant workers were immediately and illegally sent to work in war zones near the borders with Gaza and Lebanon.

Despite many adversities, the positive impact of our work resonated strongly in 2023, evident in the expressions of gratitude we received from many workers through various channels. They described Kav LaOved as a beacon of professionalism and compassion amidst tumultuous times, emphasizing the organization's role as a source of support and protection within the stormy seas of the prevailing circumstances.



Immediately after 7 October 2023 Kav LaOved started issuing regular social media updates in several languages updating workers on the situation and advising on new measures adopted by the government.



OVERLOOKED AND
UNDER PROTECTED:
VULNERABLE
WORKERS IN
ISRAEL IN 2023





Palestinian workers at a check point meeting Kav LaOved's team.



KLO's Tsaga Sahelu assisting asylum seekers during weekly reception hours in our offices.

IN 2023, AGAIN, VULNERABLE WORKERS IN ISRAEL CONTINUED TO EXPERIENCE WIDESPREAD VIOLATIONS OF THEIR LABOR RIGHTS AS STATE ENFORCEMENT AND DETERRENCE MEASURES FELL SIGNIFICANTLY SHORT OF WHAT WAS NEEDED TO PROTECT THEM.

MIGRANT WORKERS:

- Migrant Agricultural Workers – Around 29,000 Thai citizens employed via a bilateral agreement as well as 3,000 students from developing countries who came for one-year work/study programs in agriculture. Agriculture remained one of the most abusive labor environments in Israel, given the hard work and the isolation faced by workers on farms. Many migrant agriculture workers were victims of labor trafficking.
- Migrant Caregivers – More than 73,000 caregivers, mostly women from Southeast Asia and Eastern Europe, who cared for older people and people with disabilities, expected to be available round the clock as working hour rules did not apply to them. To come to Israel, they often had to pay illegal brokerage fees to obtain a work visa, making them vulnerable to exploitation and debt-bondage.
- Migrant Construction Workers – Over 23,000 construction workers, largely from China, Turkey and Eastern Europe were employed

in Israel in 2023. Many workers in this sector lacked protection and were at high risk for work-related injury and death as well as labor trafficking.

PALESTINIAN WORKERS:

Before 7 October 2023 over 120,000 West Bank Palestinians and about 12,000 from the Gaza Strip came daily or weekly to Israel through lengthy checkpoint crossings, more than 75% of them worked in construction. An estimated additional 40,000 Palestinians worked in West Bank settlements and an unknown number, which may vary between 18,000 and 50,000, worked in Israel without a permit. Palestinian workers in Israel suffered labor rights violations in almost all aspects of work, including monthly payment of illegal brokerage fees. On 7 October 2023 all Palestinian workers were banned from accessing their jobs in Israel causing serious economic distress for over 120,000 Palestinian families left with no access to livelihoods or income.

REFUGEES AND ASYLUM SEEKERS:

Around 25,000 refugees and asylum-seekers, mostly from Eritrea and other African countries, were employed in Israel in hotels, restaurants and in other subcontract or informal jobs during 2023. Their status remained unstable as Israel in most cases does not recognize the status of refugee. Asylum seekers in Israel had no safety net and suffered widespread labor rights violations such as non-payment of wages and social benefits.

LOW-INCOME ISRAELIS:

Low-income Israeli workers included elderly people, single mothers, LGBTs and members of vulnerable ethnic minorities, who face systematic barriers to economic opportunities, enjoyment of social rights, and access to justice. They typically earn less than the minimum wage, making it difficult for them to cover their basic needs. During the year 2023 approximately one-third of all Israeli workers were employed in hourly jobs or through third parties which hampered their job security and benefits.



KLO'S IMPACT IN 2023



1. SUPPORTING INDIVIDUAL WORKERS

In 2023 we assisted over 5,700 individual workers whose rights were violated, recovering for them more than 20 million NIS in unpaid wages and benefits. We also assisted more than 600 migrant and Palestinian workers in their search for safety during and after 7 October 2023.

- **Workers reached out to us** through our 8 hotlines, 8 Facebook pages in 6 languages, and through our organizational website in 3 languages.
- **We provided individual assistance** in labor rights assessments; calculations of due wages and benefits; communication with employers and relevant authorities; and referral to labor courts.
- **We assisted workers** in person in our Tel Aviv and Haifa offices, in the field, and online.
- **We identified and addressed recurring violations** including unpaid wages and benefits; denied access to healthcare; debt bondage and labor trafficking; infringements of safety at work, including work accident claims; barriers to disability and maternity benefits; violations of immigration law; and discrimination and violence.



Group of young asylum seekers completing a labor rights training at Kav LaOved to better advise and support their communities.

We enhanced workers' self-advocacy capacity to decrease the barriers they face in accessing their rights through:

470

informational posts on our **8** Facebook pages in **6** languages (Hebrew, Arabic, English, Russian, Tigrinya and Thai) with more than **156,000** followers.

35

workers' rights leaflets in **6** languages, made available online and on paper.

37

workshops and online webinars in **5** languages provided to groups of workers as well as to grassroots organizations engaged in promoting labor rights in their respective communities.

2. MONITORING AND DOCUMENTING VIOLATIONS IN ISRAEL'S LABOR MARKET

In 2023 our Research and Public Policy Department continued capturing emerging trends in labor rights violations, state failures in implementation and enforcement of existing laws, and gaps in the overall workers' protection framework.

- Our daily updated [online database of work accidents](#) was upgraded in 2023 and used by a growing number of journalists and stakeholders.
- In early 2023 we issued our annual [report on workplace safety](#), reviewing the previous year. The report revealed that in 2022 the number of medium and severe work-related accidents resulting in casualties was the highest in the last four years. The report gained significant media attention when the Safety Administration in the Ministry of Labor published their own annual report, presenting markedly different numbers. We welcomed this debate which underscored our longstanding efforts to compel authorities to gather and disclose more accurate and comprehensive data on workplace

accidents. In July we published our [mid-year 2023 report](#), which indicated an additional rise in the number of victims.

- Many violations of workers' rights in Israel in 2023 were directly linked to the authorities' insufficient enforcement of legislation which resulted in too limited deterrence against violations. For example, Israel regularly increased the numbers of migrant workers over the last few years, but not the number of work inspectors. In 2023 we also produced a [report](#) reviewing the Law on Increased Enforcement a decade after its adoption. The report showed that the Ministry of Labor's enforcement activity has failed to curb violations, and pointed at a series of necessary changes, particularly an increase in the number of inspectors, and better data collection.
- In 2023 our 2022 report mapping [Palestinian construction workers' occupational health](#) and our [Work Safety Report](#) were translated into Arabic and made accessible on our website



ענף הבנייה משותק, פועלי הבניין ממשיכים למות

December 2023 article in HaMakom titled 'The construction sector is at a standstill, but workers continue dying', reporting KLO's findings on work accidents since 7 October.

3. ADVOCATING FOR SYSTEMIC CHANGE



KLO's Adv. Tamar Niv and Adv. Diana Baron speaking during a Knesset Standing Committee meeting on the issue of supermarket cashiers illegally required to pay money missing from cash registers.

In 2023 we continued advocating for increased protection for all workers in Israel, and against exploitive structures of employment. We issued 113 reports and position papers, as well as 6 newsletters in both Hebrew and English. The reports, position papers and newsletters are available in our web pages in [Hebrew](#), some also in [English](#). We were also mentioned in over [237 media items](#) in [Israel](#) and internationally.

A sample of our advocacy work in 2023:

- We continued to address several persistent problematic aspects of Israeli labor regulations conducive to extreme abuses amounting to **labor trafficking**. These included: the one year agriculture programs bringing students from developing countries, used by farmers to bring in new migrant workers outside of authorised quotas; the illegal brokerage fees that many migrant workers continued paying to obtain their work visa to Israel, entering huge debts which bonded them to their employers; the possibility given to selected large construction and infrastructure companies from China and Turkey to bring to Israel, largely unsupervised,

workers from their countries; and the illegal trade in Palestinian workers' working permits, depriving many workers of a large part of their wages and bonding them to their employers.

- We continued coordinating the **Israeli Occupational Health Coalition** initiated in 2021. The Coalition's members included CSOs, government officials, professionals, employers, and journalists, with new members joining in 2023. The Coalition met regularly, participated in events and advocacy meetings, and shared recommendations for change with officials in charge of regulatory work. The coalition continued emphasizing through various channels the necessity for the establishment of a robust Israeli National Authority for Occupational Safety and Health.
- Up to 7 October one of our primary focus was advocating for the rights of the increasing number of **workers from Gaza**, a few thousands and steadily growing. Our efforts were directed towards securing regular work-permits as opposed to "trader" or "economic needs" permits

High Court strikes down parts of bill that would usurp migrant workers' benefits

Chen Maanit

The High Court of Justice on Wednesday struck down sections of a law that sought to confiscate the pensions and workers' compensation of migrant workers who overstayed their visas.

The judges voted against the legislation with a majority of six-to-one. According to the judges in their ruling, the bill is unconstitutional because the measure is disproportionate to the crime. They ordered the Knesset to work out a new arrangement within six months, after which the current one would be canceled.

Justice Minister Yary Levin criticized the decision, stating, "If anyone had any doubt why profound reform is needed in the justice system, they got their answer again in another ruling encouraging illegal immigration to Israel, which harms its demographic composition and Jewish identity."

He said the ruling will effectively permit thousands of migrant workers to enter the country without a visa.



South Tel Aviv. The judges called the measure disproportionate to the crime. The ruling reflects an extreme progressive set of values for which Justice Minister Ben-Gvir joined Levin's criticism, saying that "the High Court invalidation of this law is the exact proof of why we are in this world has an arrangement like that." According to the organizations, "Those who were invited to work in Israel in difficult jobs are entitled, like any other employee, to the rights they earn of work." They added that extreme coalition members will now move to "insult the High Court, which does not allow them to do whatever they like. We remind them that sooner the better."

The High Court heard the case in an expanded panel of seven justices, headed by Supreme Court President Esther Hersh. The majority included justices Uzi Fogelman, Isaac Amit, Daphne Barak-Erez, Anat Baron and Ofer Grosskopf. Justice Nava Sobberg argued in dissent that the court had no standing to get involved. The Worker's Hotline and the Association for Civil Rights in Israel responded to the ruling, saying, "A law that allows the appropriation of pension funds and the dismissal of employees is an evil law, and it shouldn't be overlooked that nowhere else in this world has an arrangement like that." According to the organizations, "Those who were invited to work in Israel in difficult jobs are entitled, like any other employee, to the rights they earn of work." They added that extreme coalition members will now move to "insult the High Court, which does not allow them to do whatever they like. We remind them that sooner the better."

Haaretz article of 12 July 2023 reporting on a case brought forward by Kav LaOved.

which many regular workers were given, but offered no entitlement to social rights.

- Our **legal advocacy** was successful in a court case against the government's disproportionate deductions from migrant workers' deposit funds when workers did not leave Israel at the end of their visa, even when their overstay was justified by health related or other reasons. We were also successful in our court case fighting the prohibition for local authorities to hire asylum seekers as street cleaners. In an additional case, the Supreme Court dismissed our request to cancel programs bringing agricultural international students from developing countries to study in Israel for one year. The court, however, asked the government to introduce changes in current regulations, in line with the points we raised in our petition. Finally, our court case on the geographic employment limitations imposed on asylum seekers was rejected by the local court and we appealed to the Supreme Court. The regulation was meanwhile frozen.



4. STANDING BY WORKERS DURING WAR



KLO's Adv. Orit Ronen and Adv. Aelad Cahana speaking during a meeting of the Knesset Standing Committee on Foreign Workers on vulnerable workers' rights during the war.



24.10 | 11:00
زومر اسئلة واجوبة عن حقوق العاملين
والعاملات في فترة الحرب
بالعربية
زومر اسئلة وتשובות על זכויות
עובדים. ות בימי מלחמה - בערבית

Announcement of a Q&A online meeting for Arabic speaking Israeli workers led by KLO's Adv. Rasha Atawna on labor rights in time of war.

On 7 October 2023, KLO's lines and social media were inundated with plea for help from migrant workers in the Gaza Envelope area and Palestinian workers stuck in Israel. Our migrant workers departments rescued 380 migrant workers by coordinating their locations with the army and the authorities, acting as translators, and following up until the workers were in safe places. Our Palestinian workers department facilitated the exit to the West Bank of 250 Palestinian workers from the West Bank and Gaza who were stuck in Israel. We also assisted hospitalized migrant workers and workers' families abroad who had lost contact with their dear ones. We documented these frantic days in our "[War Chronicle](#)."

A few weeks after 7 October the initial emergency passed, but the unusual load of referrals continued. Workers reached out to understand their rights in time of war after suffering unjust dismissals and other rights' violations. Migrant workers wanting to leave Israel as soon as possible, in fear for their life, asked for help against employers who were putting obstacles to

their departure, including illegally holding their passports, or were taking advantage of the chaos not to pay their social rights. Palestinian workers reached out to understand what the new situation meant in terms of their work outlook and their rights. Many also complained that their September salaries had not been paid and their employers were avoiding their calls. Our Palestinian team engaged in extensive negotiations with employers and was able in several cases to return, also to groups of 25 and 50 workers, the wages due to them. Arab citizens of Israel faced a wave of unjust job terminations amidst escalating political tensions. We responded to this new phenomenon by setting up a new hotline in Arabic and recruiting and training new Arabic speaking volunteers.

In the midst of the emergency, to enhance protection and raise awareness to workers' rights in time of war, as well as to newly approved labor-related temporary measures, we produced and disseminated a series of [leaflets](#) in six language (Hebrew, English, Arabic, Spanish, Russian and Tigrinya),

regular Facebook updates, and online presentations.

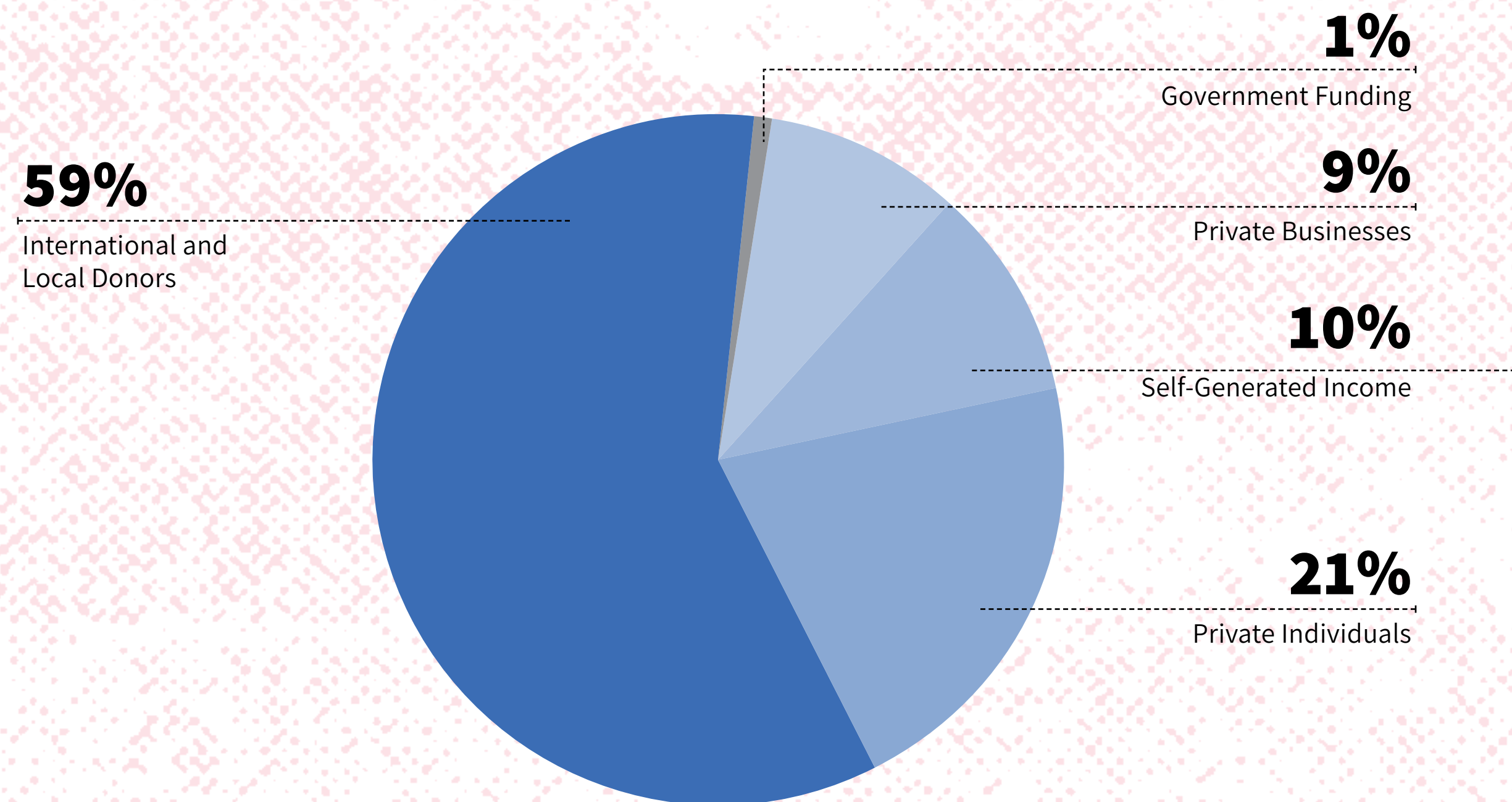
Bringing an isolated voice of concern for migrant and Palestinian workers heavily impacted by the war, but hardly considered in the internal public debate, we were approached by an unprecedented number of media outlets generating substantial [international media exposure](#) for our work. We were also widely quoted in the Israeli media and had several [op-eds](#) published in the Haaretz daily paper.

Among various activities we undertook since October 7th, we coordinated the setting up of a mental health helpline with Chula University in Bangkok offering free assistance to traumatized Thai workers; we submitted a request to the authorities to allow Palestinian workers to retrieve part of their pension money without this impacting on their other social rights; we held meetings with evacuated Israelis hosted in hotels on the Dead Sea, helping them understanding and accessing their rights in relation to the jobs they had to leave behind.

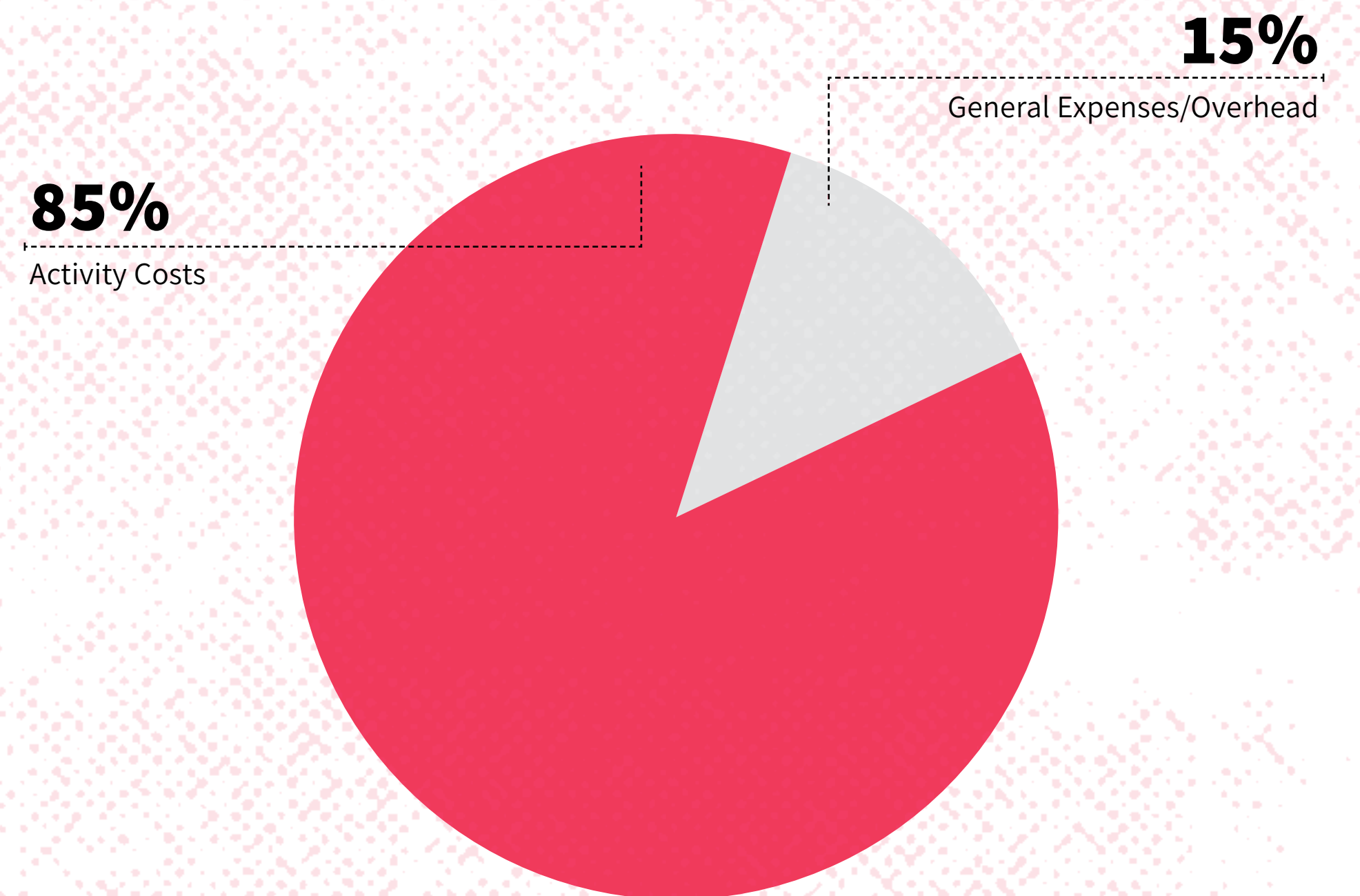


KLO FINANCIALS

KLO FUNDING SOURCES



KLO EXPENDITURES



A FEW WORDS OF ACKNOWLEDGEMENT:



Group photo of KLO's Migrant Caregivers Department's staff and volunteers.

To our volunteers, team and board: our work would not be possible without the dedication, commitment, experience, professionalism and expertise of our board members, staff, and volunteers. We are extremely grateful to you for all that you do every day at Kav LaOved.

To our friends and partners: We would like to thank all those in Israel and around the world who provide us with various forms of support without which we wouldn't be able to make a difference in the quality of life of Israel's most vulnerable workers. Your contributions showed us the tremendous support we have locally and internationally.

To our supporters: Lastly, we would like to recognize our donors whose guidance, funding, and support sustained our work and made what we do possible:

Kathryn Ames Foundation
Arkin Family Foundation
Bader Philanthropies
Disrupt
Effective Altruism Israel
European Union
Guardian General, Israel
Healing Across the Divides
Izzy Cohen Labor Fund
Guardian General, Israel
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Howard Langer and Barbara Jaffe

Joey and Carol Lowe
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New Israel Fund
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Signing Anew
SIVMO
Social Justice Party
Two Roses, Israel
UK Online Giving Foundation
UNISON
United Nations High Commissioner for Refugees (UNHCR)
UN Slavery

And other private donors



OUR TEAM

Organizational Support Team

Adi Maoz - Executive Director

Ohad Amar, Adv. - Incoming Executive Director

Eva Abraham - Administrative Manager

Ran Vilner - Financial Manager

Outreach and Development Team

Samar Baidoun - Manager, Resource Development

Miriam Anati - Outreach and Resource Development

Assia Ladizhinskaya – Media Relations, Social Media and Website

Legal Team

Meytal Russo, Adv. - Legal Aid

Aelad Cahana, Adv. - Legal Department

Program Staff

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Iris Bar - Manager, Haifa Office

Diana Baron, Adv. - Manager, Research and Public Policy Department

Elad Blum - Community Outreach, Migrant Agricultural Workers Department

Abed Dari - East Jerusalem Field Worker

Khaled Dukhi, Adv. – Manager, Palestinian Workers Department

Lior Malka - Manager, Refugees and Asylum Seekers Department

Charlotte Gnonham - Tel Aviv office housekeeper

Lilya Livoshitz - Haifa office housekeeper

Tamar Niv Israel, Adv - Manager, Israeli Workers and Housecleaners Departments

Rasha Atawna, Adv.- Manager, Israeli Workers and Housecleaners Departments

Marina Polynovski, Adv. - Manager, Migrant Caregiver Department

Orit Ronen, Adv. - Manager, Migrant Agricultural Workers Department

Tsaga Sahelu - Community Outreach, Refugee and Asylum Seekers Department

Hadas Zamir - Housecleaners Department

Board of Directors

Michal Tadjer, Chairwoman

Solomon Abbeba

Orly Binyamin

Victor Lederfarb

Einat Podjarney

Hagar Ronen

Naomi Stoler Freidman



ENGAGE WITH US

Help Us Protect the Rights of Workers!

If you would like to support our work, there are various ways to donate. Each contribution will be used to provide assistance to workers – whether it be standing up for their rights with authorities and employers, providing legal assistance, or continuing to raise awareness about workers’ rights in Israel.

Donate via Check Directly to Kav LaOved

Please send your contribution to:
Kav LaOved
PO Box 2319
Tel Aviv-Yafo 6102201
Israel

Donate via Bank Transfer to Kav LaOved

To make a bank transfer directly to our account, please refer to the following details:
Account Name: KAV LAOVED
Account Number: 431091
Bank Hapoalim, Branch No 170
Swift code: POALILIT
IBAN IL390121700000000431091

Donate Online (relevant to all currencies)

You can donate securely online via credit card or PayPal. [Click here](#) to begin the process. Select a sum and payment method and you will be forwarded to a secure site to finish. After donating, you will receive confirmation of payment in your email.

Donate via the New Israel Fund

Donations from the US are **tax-deductible** through the New Israel Fund, and can be processed either through [this link](#), or via check to the following address. “Donor-advised to Kav LaOved – Worker’s Hotline” must be written on the check.
New Israel Fund
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