



Western Cape  
Government

# Struggling with an addiction? The right help, helps everyone.

Your addiction is not your own. If you're struggling with a substance use disorder the right help is vital. A registered substance use disorder facility can help you get better, so you can be there for your loved ones.

Call **0800 220 250** or visit [www.westerncape.gov.za/substance-abuse/](http://www.westerncape.gov.za/substance-abuse/)  
to find a registered facility.



**I reached out  
for help.**



**She reached  
her goals.**

## **Finding the right help**

If you or someone you care about has a substance use disorder problem or if you feel that you can't cope with the symptoms of substance use disorder in your home or place of work, getting help is the first step.

## **Treatment**

Before starting treatment, you'll attend an assessment session.

Assessment will determine the type of treatment that is required and is conducted by a trained healthcare professional or social worker. You'll be able to have an assessment done at a local office of the Department of Social Development, or any community-based organisation with substance use disorder services.

## Treatment options are based on your evaluation:

**Early intervention services:** The person would've started experimenting with substances but hasn't developed a dependency. Early intervention services are rendered within the community.

**Community-based treatment:** A service rendered to a person who is engaging in harmful drug and alcohol use. Treatment involves attending regular sessions, the person can maintain his/her employment, have the support of their family and it's less costly than inpatient treatment.

**Inpatient treatment services:** A social worker may recommend inpatient treatment to a substance user. The affected person would spend an extended period of time away from loved ones in a residential facility and treatment services may only be provided by a registered treatment facility.

**Aftercare:** After treatment, the substance user is provided with aftercare services to manage and maximise the benefits gained. To continue recovery from harmful use of substances, users are encouraged to attend aftercare sessions for as long as possible.

**Out-patient Treatment:** A non-residential service provided by a treatment centre or halfway house to persons who abuse substances and to persons affected by substance use disorder and which is managed for the purposes of providing a holistic treatment service.

**Halfway House:** A sober living environment for service users who have completed a formal treatment programme for substance use disorder and require a protected living environment in order to prepare them for reintegration into society.

## Roles and responsibilities:

Clients will likely be subjected to the same environment and circumstances after their treatment. A support structure and the family's involvement in the programme is of great importance. Practicalities to consider as family/caregiver are:

Attend sessions and become involved in the therapeutic programme.

Provide moral and emotional support.

Be clear about rules and boundaries.

Help the family member to follow treatment recommendations.

Encourage abstinence from alcohol and other drugs.

Encourage sober peer relationships.

Encourage involvement in structured activities.

Encourage participation in support groups.

Help the family member to build good coping skills.

Promote effective communication within the household.

Reduce family friction, but do not avoid conflict. Deal with conflict in an appropriate manner.

Understand and know the signs of relapse.

Understand and know your family member's triggers and assist in avoiding them.

Be mindful of negative support e.g., over-involvement in decision making.



# I got the care I needed.

## **Registered facilities:**

Inpatient Treatment facilities are exclusively registered by the Department of Social Development. The registration certificate should be clearly displayed at the facility. If not, service users reserve the right to demand to see the registration certificate.

Registration certificate is only valid for five years from the date of issue.

This date should be clearly visible on the certificate with the maximum amount of service users.

Services are prescribed for service users according to the individual's treatment needs.

## **Unregistered treatment facilities:**

Unregistered treatment centres may not comply with the prescribed norms and standards, hence people accessing such services should be aware that they run the risk of being swindled out of money.

In worst case scenarios they may have their rights violated, run the risk of injury, even death. Unregistered facilities may not have trained staff, expertise or resources to deal with crises and/or complications associated with addiction.

For more information on how to get the right help call **0800 220 250**, visit our local offices at the Department of Social Development or visit **[www.westerncape.gov.za/substance-abuse](http://www.westerncape.gov.za/substance-abuse)**

**DEPARTMENT OF SOCIAL DEVELOPMENT**  
**Service Delivery Area Contact Numbers**

REGION	AREAS COVERED	
<p style="text-align: center;"><b>WEST COAST</b>  <b>TEL: 022 - 713 2272</b></p>	<p>Bergriver  Cedarberg  Swartland</p>	<p>Matzikama  Saldanha  (municipal areas for each location)</p>
<p style="text-align: center;"><b>CAPE WINELANDS</b>  <b>TEL: 023 - 348 5300</b></p>	<p>Breede River (Robertson)  Breede Valley (Worcester)  Cape Agulhas (Bredasdorp)  Drakenstein (Paarl)</p>	<p>Stellenbosch  Swellendam  Theewaterskloof (Caledon)  Witzenberg (Ceres)  Overstrand (Hermanus)</p>
<p style="text-align: center;"><b>EDEN KAROO</b>  <b>TEL: 044 814 1687</b></p>	<p>Beaufort West  Bitou (Plettenberg Bay)  George  Hessequa (Riversdale)  Kannaland (Ladismith)</p>	<p>Knysna  Laingsburg  Mossel Bay (Mosselbaai)  Oudtshoorn  Prince Albert</p>
<p style="text-align: center;"><b>METRO NORTH</b>  <b>TEL: 021 - 483 7673</b></p>	<p>Atlantis  Bellville  Cape Town  Delft</p>	<p>Elsiesriver (Elsiesrivier/  Goodwood)  Langa  Milnerton</p>
<p style="text-align: center;"><b>METRO EAST</b>  <b>TEL: 021 - 360 4200</b></p>	<p>Eerste River  Khayelitsha 1  Khayelitsha 2</p>	<p>Khayelitsha 3  Kraaifontein  Somerset West</p>
<p style="text-align: center;"><b>METRO SOUTH</b>  <b>TEL: 021 - 763 6200</b></p>	<p>Athlone  Gugulethu  Phillippi  Mitchells Plain 1</p>	<p>Mitchells Plain 2  Wynberg  Retreat  Fish Hoek</p>

## GOVERNMENT CENTRES OFFERING TREATMENT

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>De Novo Treatment Centre</b> Tel: (021) 826 6026	Old Paarl Road, Kraaifontein Email: Russel.Kinnear@westerncape.gov.za	Inpatient treatment
<b>Kensington Treatment Centre (Female Treatment Centre)</b> Tel: (021) 826 6026	Kensington Road, Maitland Email: Russel.Kinnear@westerncape.gov.za	Inpatient treatment
<b>Stikland Hospital: Alcohol Rehab</b> Tel: (021) 940 4496/4429	Ward 13, Stikland Hospital, De la Haye Avenue, Stikland Email: Slh.ward13@westerncape.gov.za	Inpatient treatment

**INTERVENTION SERVICES PER REGION  
CAPE WINELANDS**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Toevlug Treatment Centre</b> <b>Tel: (023) 342 1162/3</b>	40 Noble Street, River-view, Worcester Email: trossouw@toevlug.org	Inpatient treatment and community based treatment (Beaufort West, Ceres and Worsley)
<b>Hesketh King Salvation Army</b> <b>Tel: (021) 884 4600</b>	Cnr of Old Paarl and Klipheuwel Road Muldersvlei Email: hking@mweb.co.za	Inpatient treatment
<b>SANCA (Paarl)</b> <b>Tel: (021) 872 9671</b>	JF Phillips Building, 1st Floor, 34 Lady Grey Street, Paarl Email: paarl@sancawc.co.za	Community based treatment, after-care and early intervention
<b>ABBA</b> <b>Tel: (021) 883 8030</b>	Old Luckhoff Building Banhoek Road, Stellenbosch Email: abba@adept.co.za	Early intervention

**INTERVENTION SERVICES PER REGION****CAPE WINELANDS**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>FASFACTS</b> <b>Tel: (023) 342 7000</b>	1 Baring Street, Worcester Email: francois@fasfacts.org.za	Awareness/ prevention and early interven- tion
<b>Hawston Health and Welfare</b> <b>Tel: (028) 315 2527</b>	169 Church Street, Haw- ston Email: overstrandcarecen- tre@telkomsa.net	Early interven- tion
<b>BOWL Community Centre</b> <b>Tel: (023) 342 1856</b>	72 Church Street, Worcester, CBD Email: ceo@bowlcomcen- tre.co.za	Early inter- vention, com- munity based treatment and aftercare
<b>STAND - Social Trans- formation Action Defined</b> <b>Tel: 082 554 8831</b>	Unit 1, Milano Office Park, Durbanville, Cape Town Email: stacey@standac- tion.co.za	Early interven- tion and com- munity based treatment
<b>Blompark Ikamva Jeug Ontwikkeling en Rekenaar Sentrum</b> <b>Tel: (028) 384 2144</b> <b>Cell: 072 453 8065</b>	33 Violtjie Street, Blom- park, Gansbaai Email: ikamva1@telkomsa. net	Early interven- tion



**INTERVENTION SERVICES PER REGION****EDEN KAROO**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Knysna Alcohol and Drug Centre</b> <b>Tel: (044) 382 5260</b>	6 Green Street, Knysna Email: info@kadc.co.za or director@kadc.co.za	Early intervention and aftercare
<b>SANCA (George)</b> <b>Tel: (044) 884 0674</b>	2 Doneraile Street, George Email: directorlive-free@sancageorge.org.za / ddebeer@sanca-george.org.za	Prevention, early intervention, community based treatment & aftercare
<b>Creating Effective Families (CEF)</b> <b>Tel: (044) 693 0012</b>	Adriaans Avenue, Asla Park, Mossel Bay Email: pdupreez@cefmb.co.za	Early intervention
<b>Toevlug Treatment Centre - Inclusion of Stilbaai area.</b> <b>Toevlug Still Bay</b> <b>Tel: (028) 754 2203</b>	Address: Ouma Lena Se Huis, C/o Freesia and Rooipitjie street, Melkhoutfontein, Still Bay Email: badisastilbaai@telkomsa.net	Community based treatment

**INTERVENTION SERVICES PER REGION****METRO EAST**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Substance Mis-use Advocacy Research and Training (SMART)</b> Tel: (021) 850 0792	Office 201, Victoria Centre, 7 Victoria street, Somerset West Email: admin@smart-sa.org	Community based treatment
<b>Help Me Network</b> Tel: (021) 852 4234	13 Twin Oaks Centre, 144 Main Road, Somerset West Email: debbie@helpmenetwork.org	Community based treatment & early intervention
<b>SANCA (Khayelitsha)</b> Tel: (021) 364 6131	93 Phakamani Road, Khayelitsha, 7783 Email: vuyiswa@sancawc.co.za	Early intervention
<b>The Mudita Foundation</b> Tel: 060 509 2098	Unit D04, Carpe Diem Building, 26 Quantum Street, Techno Park, Stellenbosch, 7600 Email: info@themuditafoundation.org.za	Early intervention and community based treatment

**INTERVENTION SERVICES PER REGION****METRO NORTH**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Cape Town Drug Counselling Centre (Observatory)</b> <b>Tel: (021) 447 8026</b>	1 Roman Road, Observatory Email: grant@drugcentre.org.za	Early intervention, community based treatment & aftercare
<b>SANCA (Tygerberg)</b> <b>Tel: (021) 945 2099 or (021) 945 2103</b>	3 2nd Avenue Boston, Bellville Email: sanca@sancawc.co.za; tygerberg@sancawc.co.za	Early intervention; community based treatment & aftercare
<b>PASCAP TRUST</b> <b>Tel: (021) 422 5588</b>	68 Wale Street, Cape Town Email: info@pascap.org.za or phindeka@pascap.org.za	Early intervention & community based treatment
<b>Christian Action for Dependence</b> <b>Tel: (021) 903 1030</b>	Dutch Reformed Church, Digtebij, 25 Digtebij Street, Kuilsriver Email: org@cadwk.co.za/sw@cad.co.za	Aftercare
<b>Tehillah Community Collaborative</b> <b>Tel: (021) 933 0990</b>	196 16th Avenue, Leonsdale, Elsies River Email: tehillac@polka.co.za	Early intervention, inpatient and outpatient treatment

**INTERVENTION SERVICES PER REGION****METRO NORTH**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>RAMOT</b> <b>Tel: (021) 939 2033</b>	54 Toner Street, Parow Email: johannes@ramot.co.za	Inpatient
<b>Hope House Counselling Centre</b> <b>Kuilsriver</b> <b>Tel: (021) 903 1641</b>	14 Silverhurst Way, Bergvliet and 6 Long Street, Kuilsriver Email: info@hopehouse.org	Community based treatment (adolescence & adults)
<b>Equilibrium</b> <b>Tel: (021) 931 7745</b> <b>Cell: 079 590 3887</b>	9 Lower Balvenie Avenue Matroosfontein Email: equilibriumcentre145@gmail.com	Early intervention, aftercare and community based treatment
<b>Cape Town Drug Counseling Centre (Atlantis)</b> <b>Tel: (021) 571 7180</b>	Drosdy Centre, Wesfleur Centre, Atlantis Email: grant@drugcentre.org.za	Early intervention, aftercare and community based treatment
<b>Sultan Bahu (Bellville)</b> <b>Tel: (021) 694 9874</b>	12 Middle Street, Kempenville, Bellville Email: bahuct@yahoo.com	Community based treatment and aftercare

**INTERVENTION SERVICES PER REGION****METRO SOUTH**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Hangberg Dreams</b> Tel: 062 291 4713 / 079 888 0597	St Simon's Anglican Church, 27 Snyders Way, Hout Bay Email: info@hangberg-dreams.org.za	Early intervention and community based treatment
<b>Cape Town Drug Counselling Centre (Mitchell's Plain)</b> Tel: (021) 397 0103	1 Civet Street, Eastridge, Mitchell's Plain Email: grant@drugcentre.org.za	Community based treatment, early intervention and aftercare
<b>SANCA (Gugulethu)</b> Tel: (021) 633 0610	NY 22, Nr 24, CWD Building, Gugulethu Email: gugulethu@san-cawc.co.za	Early intervention and community based treatment now available Mon-Fri
<b>Realistic</b> Tel: (021) 633 1800	Shop 9, NY 6, Gugulethu Email: solomon-madikane@gmail.com	Early intervention and aftercare

**INTERVENTION SERVICES PER REGION****METRO SOUTH**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Hope Again Recovery Home</b> <b>Tel: (021) 371 7323</b>	Mount Hope KLCC, Cnr of Ajax @ Artemis Roads, Woodlands, Mitchells Plain Email: secretary@ mounthope.co.za or ladiesrecovery@ mounthope.co.za	Early intervention and aftercare ser- vices
<b>Sizakuyenza</b> <b>Tel: (021) 370 0049</b>	C/O Eisieben & Mpume- lelo road, Phillippi Email: sizakuyenza. new@gmail.com or Nontembiso.mevana@ yahoo.com	Early intervention
<b>SANCA</b> <b>(Athlone)</b> <b>Tel: (021) 638 5116</b>	S&H Centre, 1 Carnie Road, Rylands, Athlone Email: athlone@san- cawc.co.za	Early intervention, community based treatment and aftercare
<b>Sultan Bahu Centre</b> <b>Tel: (021) 691 0632</b>	Hanover Park Cnr, Lansur & Lone- down Road, Hanover Park Email: bahuct@yahoo. com	Community based treatment & after- care

**INTERVENTION SERVICES PER REGION****METRO SOUTH**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Early Years Service</b> <b>Tel: (021) 637 8158</b>	335A Kilfontein Road, Athlone Email: avrilc@earlyyears-services.co.za	Awareness and prevention
<b>Saltan Bahu Centre</b> <b>Mitchells Plain</b> <b>Tel:(021) 372 2945</b>	92 Shepherd Way, West- ridge, Mitchells Plain Email: bahuct@yahoo. com	Community based treatment, aftercare & opi- ate substitution therapy
<b>Living Hope</b> <b>Tel: (021) 788 9702</b>	171-173 Main Road, Muizenberg Email: lgmanager@liv- inghope.co.za/lgadmin@ livinghope.co.za	Community based treat- ment
<b>Saartjie Baartman</b> <b>Centre for Women and</b> <b>Children</b> <b>Tel: (021) 633 5287</b>	Klipfontein Road, Ath- lone, Cape Town E-mail: director@wom- ancentre.co.za	Inpatient treat- ment

**INTERVENTION SERVICES PER REGION****WEST COAST**

<b>Name and Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<b>Rural Impact</b> Tel: (021) 432 1869	6 Burrell Crescent, Lamberts Bay Email: andries@ruralimpact.co.za	Early intervention
<b>Matzikama Alcohol &amp; Drug Action (MADA)</b> Tel:(027) 213 3270	28 Church Street, Reunion Building, Vredendal Email: npomada71@gmail.com	Early intervention and aftercare
<b>Foundation for Alcohol and Related Research (FARR)</b> Tel: (021) 686 2646	Unit 5, Amber Place, 42 Bloemhof Street, Bellville, 7435 Email: lo@farrsa.org.za/ info@farrsa.org.za	Awareness & prevention
<b>Keep the Dream</b> Tel:(027) 217 1144	Up to Date Farm, Lot 30, Lutzville Email: keepthedream0@gmail.com/ inajooste@mweb.co.za	Inpatient treatment



**CITY OF CAPE TOWN - MATRIX SITES**

<b>Name &amp; Numbers of Treatment Centre</b>	<b>Address, Contact Person and Email Address</b>	<b>Intervention Level</b>
<p><b>Tafelsig Matrix Site</b> Tel: (021) 444 8444/5/6</p>	<p>Tafelsig Community Health Centre, cnr of Kilimanjaro &amp; Pyreneze Str Tafelsig, Mitchells Plain Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>
<p><b>Albow Matrix Site</b> Tel: (021) 444 5963/4</p>	<p>Albow Gardens Community Health Centre Koeberg Road, Brooklyn Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>
<p><b>Delft South Matrix Site</b> Tel: (021) 444 8444/5/6</p>	<p>Delft South Clinic cnr Boyce Street and Delft main Rd, Delft South Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>
<p><b>Khayelitsha Matrix Site</b> Tel: (021) 444 2919/20/21</p>	<p>Town 2 Community Health Cen- tre Cnr Japhta Masemola &amp; Charles Mokoena Street, Town 2, Khayelitsha Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>

## CITY OF CAPE TOWN - MATRIX SITES

Name & Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
<p><b>Parkwood Matrix Site</b> Tel: (021) 444 4212/3</p>	<p>Parkwood Clinic Cnr Parkwood Ave &amp; Walmer Road, Parkwood Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>
<p><b>Manenberg Ruimte Road Matrix Site</b> Tel: (021) 444 3539/40/41</p>	<p>Manenberg Ruimte Road Satellite Clinic Ruimte Road, Manenberg Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>
<p><b>Eersterivier Matrix Site</b> 021 444 7147</p>	<p>Bobs Way, Eersterivier Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>
<p><b>Scottsdene Matrix Site</b> 021 444 8777 / 497 / 518</p>	<p>Scottsdene Clinic Eoan Street, Scottsdene, Kraaifontein Email: matrix@capetown.gov.za</p>	<p>Outpatient treatment</p>

Department of Social Development

Street Address: Union House, 14 Queen Victoria Street,  
Cape Town, 8001  
Telephone: 021 - 483 5045

DSD Hotline: 0800 220 250

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**Western Cape  
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**FOR YOU**

Social Development

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