



Western Cape  
Government

# Struggling with an addiction?

HELP  
STARTS  
HERE.



0800 220 250

The right help,  
helps everyone.



# Help starts here.

**A registered facility provides safe, expert treatment for addiction.**

## 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.



# Help starts here.

**A registered facility provides safe, expert treatment for addiction.**

## 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.

**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>Atlantis            Bergriver            Cedarberg            Matzikama</p>	<p>Swartland            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>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>Stikland Hospital: Alcohol and Heroin Detox Tel: (021) 940 4496/4429</b>	Ward 12, Stikland Hospital, De la Haye Avenue, Stikland Email: Slh.ward12@ 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>ABBA</b> <b>Tel: (021) 883 8030</b>	Old Luckhoff Building Banhoek Road, Stellenbosch Email: <a href="mailto:abba@badisa.org.za">abba@badisa.org.za</a>	Early intervention
<b>Hesketh King</b> <b>Salvation Army</b> <b>Tel: (021) 884 4600</b>	Cnr of Old Paarl and Klipheuwel Road Muldersvlei Email: <a href="mailto:hesketh.king@saf.salvationarmy.org">hesketh.king@saf.salvationarmy.org</a> / <a href="mailto:frankie.burgoyne@saf.salvationarmy.org">frankie.burgoyne@saf.salvationarmy.org</a>	Inpatient treatment
<b>SANCA (Paarl)</b> <b>Tel: (021) 872 9671</b>	JF Phillips Building, 1st Floor, 34 Lady Grey Street, Paarl Email: <a href="mailto:director@sancawc.co.za">director@sancawc.co.za</a>	Community based treatment Aftercare Early intervention
<b>Toevlug Treatment Centre</b> <b>Tel: (023) 342 1162/3</b>	40 Noble Street, Riverview, Worcester Email: <a href="mailto:trossouw@toevlug.org">trossouw@toevlug.org</a>	Inpatient treatment Community based treatment (Ceres and Worcester)

**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>Blompark Ikamva Jeug Ontwikkeling en Rekenaar Sentrum</b> <b>Tel: (028) 007 0327</b> <b>Cell: 072 453 8065</b>	33 Viooltjie Street, Blompark, Gansbaai Email: ikamva.blompark@gmail.com	Early intervention
<b>BOWL Addiction Treatment Services</b> <b>Tel: (023) 346 4749/ 084 899 9894</b>	91 Russel Street, Worcester CBD, Worcester Email: info@bowlcc.co.za / ceo@bowlcc.co.za	Early intervention Community based treatment Aftercare
<b>FASFACTS</b> <b>Tel: (023) 342 7000</b>	15 Stockenstrom Street Worcester Email: keith@fasfacts.org.za	Early intervention
<b>Glen Elgin Community Organisation</b> <b>Tel: (021) 859 1519</b>	10 Orchid Way, Oaks Village, Elgin Email: elgingeco@gmail.com	Early Intervention
<b>Hawston Health and Welfare</b> <b>Tel: (028) 315 2527</b>	169 Church Street, Hawston Email: pm@overstrandcarecentre.org.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>Networking for Christ</b> <b>Tel: 021 007 0686</b>	Cnr of Champagne & Malva Street Hillcrest, Wellington, 7655 Ulrich Lotering Email: <a href="mailto:ulrich@nfcsa.org.za">ulrich@nfcsa.org.za</a>	Community Based Early intervention

**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>Creating Effective Families (CEF) Tel: (044) 693 4144/ 1092</b>	361 Alhof Drive, D' Almeida, Mossel Bay Email: pdupreez@cefmb.co.za	Early intervention
<b>Knysna Alcohol and Drug Centre Tel: 087 095 3128/</b>	19 Long Street, St George's Building, Knysna Email: director@kadc.co.za / info@kadc.co.za	Early intervention Aftercare
<b>SANCA Garden Route (George) Tel: (044) 884 0674</b>	2 Doneraile Street, George Email: director@sancagr.org / livefree03@sancagr.org / adminlivefree@sancagr.org	Early intervention Community based treatment Aftercare
<b>SANCA Garden Route (Mossel Bay) Tel: (044) 630 0675</b>	8A Verdino Court, Corner of Melkhout & Louis Fourie Road, Heiderand, Mossel Bay Email: adminmb@sancageorge.org.za / livefree03@sancagr.org	Community based treatment Aftercare

**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>Help Me Network</b> <b>Tel: (021) 852 4234</b>	58 Victoria Street, Audas Estate, Somerset West Email: regan@helpmenetwork.org.za	Community based treatment Early intervention
<b>SAI-CAMH</b> <b>Tel: 060 509 2098</b>	Regus building, office 10, Somerset Links, Somerset West Email: alison@saicamh.org.za	Early intervention Community based treatment
<b>Substance Misuse Advocacy Research and Training (SMART)</b> <b>Tel: (021) 850 0792</b>	Office 201, Victoria Centre, 7 Victoria street, Somerset West Email: admin@smart-sa.org	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> Tel: (021) 447 8026	5 Roman Road, Observatory Email: iain@drugcentre.org.za	Early intervention Community based treatment Aftercare
<b>Christian Action for Dependence</b> Tel: (021) 903 1030	Dutch Reformed Church, Digtebij, 25 Digtebij Street, Kuilsriver Email: org@cadwk.co.za/ sw@cad.co.za	Aftercare
<b>Equilibrium</b> Tel: (021) 931 7745 Cell: 079 590 3887	9 Lower Balvenie Avenue Matroosfontein Email: equilibriumcentre145@gmail.com	Early intervention, Aftercare Community based treatment
<b>Hope House Counselling Centre</b> Tel: (021) 903 0521 or (021) 715 0424 or 071 328 3715	6 Lang Street, Kuils River Unit 1, Tokai on Main, Tokai Email: judy.hopehouse@gmail.com	Community based treatment (adolescence)

**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>SANCA</b> <b>(Tygerberg)</b> <b>Tel: (021) 945 2099</b> <b>or (021) 945 2103</b>	3 2nd Avenue Boston, Bellville Email: director@sancawc.co.za	Early intervention Community based treatment Aftercare
<b>Sultan Bahu</b> <b>(Bellville)</b> <b>Tel: (021) 694 9874</b>	12 Middel Street, Kemperville, Bellville Email: bahuct@yahoo.com	Community based treatment 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> <b>Tel: 062 291 4713</b>	St Simon's Anglican Church, 27 Snyders Way, Hout Bay Email: info@hangbergdreams.org.za	Early intervention Community based treatment
<b>Realistic</b> <b>Tel: (021) 633 1800</b>	Shop 9, NY 6, Gugulethu Email: solomonmadikane@gmail.com	Early intervention Community based treatment Aftercare
<b>SANCA (Athlone)</b> <b>Tel: (021) 638 5116</b>	Child Welfare Offices 157 Lower Klipfontein Road, Athlone Email: director@sancawc.co.za	Early intervention Community based treatment Aftercare
<b>Sultan Bahu Centre</b> <b>Tel: (021) 691 0632</b>	89 Dorper Street Westridge Mitchell's Plain Email: bahuct@yahoo.com	Community based treatment 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>Early Years Service</b> <b>Tel: (021) 637 8158</b>	335A Kilpfontein Road, Athlone Email: abigailp@eysrto.org/ francism@eysrto.org	Awareness Prevention
<b>Living Hope</b> <b>Tel: (021) 788 9702</b>	171-173 Main Road, Muizenberg Email: lgmanager@livinghope.co.za/ lgadmin@livinghope.co.za	Community based treatment
<b>Saartjie Baartman Centre for Women and Children</b> <b>Tel: (021) 633 5287</b>	Klipfontein Road, Athlone, Cape Town E-mail: director@womancentre.co.za	Inpatient treatment

**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>Cape Town Drug Counseling Centre (Atlantis)</b> <b>Tel: (021) 571 7180</b>	13 Wesfleur Circle, Atlantis Email: iain@drugcentre.org.za	Early intervention Aftercare Community based treatment
<b>Foundation for Alcohol and Related Research (FARR)</b> <b>Tel: (021) 686 2646</b>	Unit 5, Amber Place, 42 Bloemhof Street, Bellville, 7435 Email: lo@farrsa.org.za/ info@farrsa.org.za	Awareness and prevention
<b>Keep the Dream</b> <b>Tel:(027) 217 1144</b>	Up to Date Farm, Lot 30, Lutzville Email: keptthedream0@gmail.com/ inajooste@mweb.co.za	Inpatient treatment
<b>Matzikama Alcohol &amp; Drug Action (MADA)</b> <b>Tel:(027) 213 3270</b>	28 Church Street, Reunion Building, Vredendal Email: npomada71@gmail.com	Early intervention and aftercare Community based treatment

**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> <b>Tel: (021) 432 1869</b>	Maranatha Ministries, 1 Van Zyl Street Lamberts Bay Email: ruralimpactinfo@ gmail.com	Early intervention Community based 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>
<b>Tafelsig Matrix Site</b> Tel: (021) 444 8444/5/6	Tafelsig Community Health Centre, cnr of Kilimanjaro & Pyreneze Str Tafelsig, Mitchells Plain Email: matrix@capetown.gov.za	Outpatient treatment
<b>Albow Matrix Site</b> Tel: (021) 444 5963/4	Albow Gardens Community Health Centre Koeberg Road, Brooklyn Email: matrix@capetown.gov.za	Outpatient treatment
<b>Delft South Matrix Site</b> Tel: (021) 444 8444/5/6	Delft South Clinic cnr Boyce Street and Delft main Rd, Delft South Email: matrix@capetown.gov.za	Outpatient treatment
<b>Khayelitsha Matrix Site</b> Tel: (021) 444 2919/20/21	Town 2 Community Health Centre Cnr Japhta Masemola & Charles Mokoena Street, Town 2, Khayelitsha Email: matrix@capetown.gov.za	Outpatient 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>
<b>Parkwood Matrix Site</b> Tel: (021) 444 4212/3	Parkwood Clinic Cnr Parkwood Ave & Walmer Road, Parkwood Email: matrix@capetown.gov.za	Outpatient treatment
<b>Manenberg Ruimte Road Matrix Site</b> Tel: (021) 444 3539/40/41	Manenberg Ruimte Road Satellite Clinic Ruimte Road, Manenberg Email: matrix@capetown.gov.za	Outpatient treatment
<b>Eersterivier Matrix Site</b> 021 444 7147	Bobs Way, Eersterivier Email: matrix@capetown.gov.za	Outpatient treatment
<b>Scottsdene Matrix Site</b> 021 444 8777 / 497 / 518	Scottsdene Clinic Eoan Street, Scottsdene, Kraaifontein Email: matrix@capetown.gov.za	Outpatient treatment

Department of Social Development

Street Address: Union House, 14 Queen Victoria Street,  
Cape Town, 8001  
Toll-free: 0800 220 250

---



**Western Cape  
Government**

November 2025