



Western Cape
Government

Struggling with an addiction?

**HELP
STARTS
HERE.**



0800 220 250

The right help,
helps everyone.



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.

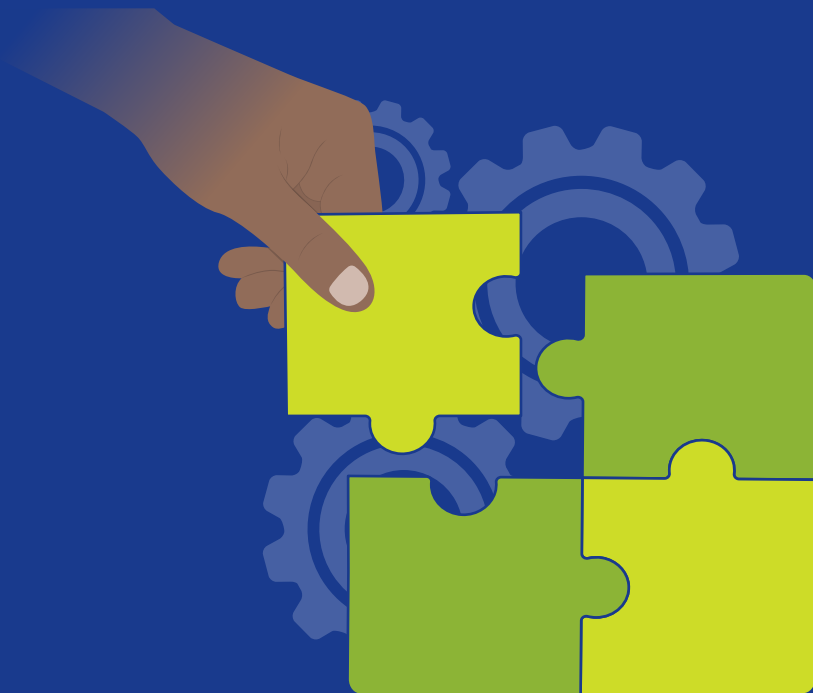
Out-patient Treatment: A non-residential service provided by a treatment centre or halfway house to persons who abuse substances and to persons affected by substance use disorder and which is managed for the purposes of providing a holistic treatment service.

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.





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

GOVERNMENT CENTRES OFFERING TREATMENT

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Stikland Hospital: Alcohol and Heroin Detox Tel: (021) 940 4496/4429	Ward 12, Stikland Hospital, De la Haye Avenue, Stikland Email: Slh.ward12@westerncape.gov.za	Inpatient treatment

INTERVENTION SERVICES PER REGION CAPE WINELANDS

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
ABBA Tel: 064 261 5135 or 084 784 4066	Old Luckhoff Building Banhoek Road, Stellenbosch Email: abba@badisa.org.za	Early intervention
Hesketh King Salvation Army Tel: (021) 884 4600	Cnr of Old Paarl and Klipheuwel Road Muldersvlei Email: hesketh.king@saf.salvationarmy.org / frankie.burgoyne@saf.salvationarmy.org	Inpatient treatment
SANCA (Paarl) Tel: (021) 872 9671	JF Phillips Building, 1st Floor, 34 Lady Grey Street, Paarl Email: director@sancawc.co.za	Community based treatment Aftercare Early intervention
Toevlug Treatment Centre Tel: (023) 342 1162/3	40 Noble Street, Riverview, Worcester Email: trossouw@toevlug.org	Inpatient treatment Community based treatment (Ceres and Worcester)

INTERVENTION SERVICES PER REGION CAPE WINELANDS

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Blompark Ikamva Jeug Ontwikkeling en Rekenaar Sentrum Tel: (028) 007 0327 Cell: 072 453 8065	33 Violtjie Street, Blompark, Gansbaai Email: ikamva.blompark@gmail.com	Early intervention
BOWL Addiction Treatment Services Tel: (023) 346 4749/ 084 899 9894	91 Russel Street, Worcester CBD, Worcester Email: info@bowlcc.co.za / ceo@bowlcc.co.za	Early intervention Community based treatment Aftercare
FASFACTS Tel: (023) 342 7000	15 Stockenstrom Street Worcester Email: keith@fasfacts.org.za	Early intervention
Glen Elgin Community Organisation Tel: (021) 859 1519	10 Orchid Way, Oaks Village, Elgin Email: elgingeco@gmail.com	Early Intervention
Hawston Health and Welfare Tel: (028) 315 2527	169 Church Street, Hawston Email: pm@overstrandcarecentre.org.za	Early intervention

INTERVENTION SERVICES PER REGION CAPE WINELANDS

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Networking for Christ Tel: 021 007 0686	Cnr of Champagne & Malva Street Hillcrest, Wellington, 7655 Ulrich Lotering Email: ulrich@nfcsa.org.za	Community Based Early intervention

INTERVENTION SERVICES PER REGION EDEN KAROO

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Creating Effective Families (CEF) Tel: (044) 693 4144	361 Alhof Drive, D' Almeida, Mossel Bay Email: pdupreez@cefmb.co.za	Early intervention
Knysna Alcohol and Drug Centre Tel: 087 095 3128	19 Long Street, St George's Building, Knysna Email: director@kadc.co.za / info@kadc.co.za	Early intervention Aftercare
SANCA Garden Route (George) Tel: (044) 884 0674	2 Doneraile Street, George Email: director@sancagr.org / livefree03@sancagr.org / adminlivefree@sancagr.org	Early intervention Community based treatment Aftercare
SANCA Garden Route (Mossel Bay) Tel: (044) 630 0675	8A Verdino Court, Corner of Melkhout & Louis Fourie Road, Heiderand, Mossel Bay Email: adminmb@sancageorge.org.za / livefree03@sancagr.org	Community based treatment Aftercare
Hope Options Centre (Calitzdorp) Tel: 076 271 9001	11 Nuwe Street, Calitzdorp, 6660 Contact person: Julianna Overmeyer Email: hopeoptionscentre@gmail.com	Early Intervention Service

INTERVENTION SERVICES PER REGION METRO EAST

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Help Me Network Tel: (021) 852 4234	58 Victoria Street, Audas Estate, Somerset West Email: regan@helpmenetwork.org.za	Community based treatment Early intervention
SAI-CAMH Tel: 060 509 2098	Regus building, office 10, Somerset Links, Somerset West Email: alison@saicamh.org.za	Early intervention Community based treatment
Substance Misuse Advocacy Research and Training (SMART) Tel: (021) 850 0792	71 Church Street, Somerset West Email: admin@smart-sa.org	Community based treatment

INTERVENTION SERVICES PER REGION METRO NORTH

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Cape Town Drug Counselling Centre (Observatory) Tel: (021) 447 8026	5 Roman Road, Observatory Email: iain@drugcentre.org.za	Early intervention Community based treatment Aftercare
Christian Action for Dependence Tel: (021) 903 1030	Dutch Reformed Church, Digtebij, 25 Digtebij Street, Kuilsriver Email: org@cadwk.co.za/ sw@cad.co.za	Aftercare
Equilibrium Tel: (021) 931 7745 Cell: 079 590 3887	9 Lower Balvenie Avenue Matroosfontein Email: equilibriumcentre145@gmail.com	Early intervention, Aftercare Community based treatment
Hope House Counselling Centre Tel: (021) 903 0521 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

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
RAMOT Tel: (021) 939 2033	54 Toner Street, Parow Email: johannes@ramot.co.za	Inpatient
SANCA (Tygerberg) Tel: (021) 945 2099 or (021) 945 2103	3 2nd Avenue Boston, Bellville Email: director@sancawc.co.za	Early intervention Community based treatment Aftercare
Sultan Bahu (Bellville) Tel: (021) 694 9874	12 Middel Street, Kempenville, Bellville Email: bahuct@yahoo.com	Community based treatment Aftercare

INTERVENTION SERVICES PER REGION METRO SOUTH

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Hangberg Dreams Tel: 062 291 4713	St Simon's Anglican Church, 27 Snyders Way, Hout Bay Email: info@hangbergdreams.org.za	Early intervention Community based treatment
Realistic Tel: (021) 633 1800	Shop 9, NY 6, Gugulethu Email: solomonmadikane@gmail.com	Early intervention Community based treatment Aftercare
SANCA (Athlone) Tel: (021) 638 5116	Child Welfare Offices 157 Lower Klipfontein Road, Athlone Email: director@sancawc.co.za	Early intervention Community based treatment Aftercare
Sultan Bahu Drug Rehab Centre (Mitchells Plain) Tel: (021) 372 2945	89 Dorper Street Westridge Mitchell's Plain Email: bahuct@yahoo.com	Community based treatment Aftercare

INTERVENTION SERVICES PER REGION METRO SOUTH

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Sultan Bahu Rehab Centre (Hanover Park) Tel: (021) 691 0632	Cnr Lansur and Lonedown Road, Hanover Park, Athlone Email: bahuct@yahoo.com	Community based treatment Aftercare
Early Years Service Tel: (021) 637 8158	335A Kilpfontein Road, Athlone Email: abigailp@eysrto.org/ francism@eysrto.org	Awareness Prevention
Living Hope Tel: (021) 788 9702	171-173 Main Road, Muizenberg Email: lgmanager@livinghope.co.za/ lgadmin@livinghope.co.za	Community based treatment
Saartjie Baartman Centre for Women and Children Tel: (021) 633 5287	Klipfontein Road, Athlone, Cape Town E-mail: director@womancentre.co.za	Inpatient treatment

INTERVENTION SERVICES PER REGION WEST COAST

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Cape Town Drug Counseling Centre (Atlantis) Tel: (021) 571 7180	13 Wesfleur Circle, Atlantis Email: iain@drugcentre.org.za	Early intervention Aftercare Community based treatment
Keep the Dream Tel:(027) 217 1144	Up to Date Farm, Lot 30, Lutzville Email: keepthedream0@gmail.com/ inajooste@mweb.co.za	Inpatient treatment
Matzikama Alcohol & Drug Action (MADA) Tel:(027) 213 3270	28 Church Street, Reunion Building, Vredendal Email: npomada71@gmail.com	Early intervention and aftercare Community based treatment

INTERVENTION SERVICES PER REGION WEST COAST

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Rural Impact Tel: (027) 432 1869	Maranatha Ministries, 1 Van Zyl Street Lamberts Bay Email: ruralimpactinfo@gmail.com	Early intervention Community based treatment

CITY OF CAPE TOWN - MATRIX SITES

Name & Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Tafelsig Matrix Site 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
Albow Matrix Site Tel: (021) 444 5963/4	Albow Gardens Community Health Centre Koeberg Road, Brooklyn Email: matrix@capetown.gov.za	Outpatient treatment
Delft South Matrix Site 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
Khayelitsha Matrix Site 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

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

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