



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/
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.



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**

DEPARTMENT OF SOCIAL DEVELOPMENT
Service Delivery Area Contact Numbers

REGION	AREAS COVERED	
WEST COAST TEL: 022 - 713 2272	Bergriver Cedarberg Swartland	Matzikama 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	Atlantis 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
De Novo Treatment Centre Tel: (021) 826 6026	Old Paarl Road, Kraaifontein Email: Russel.Kinnear@westerncape.gov.za	Inpatient treatment
Kensington Treatment Centre (Female Treatment Centre) Tel: (021) 826 6026	Kensington Road, Maitland Email: Russel.Kinnear@westerncape.gov.za	Inpatient treatment
Stikland Hospital: Alcohol Rehab 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

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

INTERVENTION SERVICES PER REGION**CAPE WINELANDS**

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
FASFACTS Tel: (023) 342 7000	1 Baring Street, Worcester Email: francois@fasfacts.org.za	Awareness/ prevention and early interven- tion
Hawston Health and Welfare Tel: (028) 315 2527	169 Church Street, Haw- ston Email: franklin.davids39@ gmail.com	Early interven- tion
BOWL Community Centre Tel: (023) 342 1856	72 Church Street, Worcester, CBD Email: ceo@bowlcomcen- tre.co.za	Community based treat- ment and after- care
STAND - Social Action Transformation Defined Tel: (021) 979 7289	Unit 1, Milano Office Park, Durbanville, Cape Town Email: stacey@standac- tion.co.za	Early interven- tion and com- munity based treatment
Blompark Ikamva Jeug Ontwikkeling en Rekenaar Sentrum Tel: (028) 384 2144 Cell: 072 453 8065	33 Viooltjie Street, Blom- park, Gansbaai Email: Ikamva1@telkomsa. net	Early interven- tion

INTERVENTION SERVICES PER REGION**EDEN KAROO**

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Knysna Alcohol and Drug Centre Tel: (044) 382 5260	6 Green Street, Knysna Email: info@kadc.co.za or director@kadc.co.za	Early intervention and aftercare
SANCA George Tel: (044) 884 0674	2 Doneraile Street, George Email: ddebeer@sanca-george.org.za	Early intervention, community based treatment & after-care
Creating Effective Families Tel: (044) 693 1092	9 George Road, Mossel Bay Email: pdupreez@cefmb.co.za	Early intervention
Toevlug Treatment Centre - Inclusion of Stilbaai area. Toevlug Still Bay Tel: (028) 754 2203	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

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Helderberg Cares (SMART) Tel: (021) 850 0792	Office 201, Victoria Centre, 7 Victoria street, Somerset West Email: admin@smart-sa.org	Community based treatment
Help Me Network Tel: (021) 852 4234	13 Twin Oaks Centre, 144 Main Road, Somerset West Email: sput@africa.com	Community based treatment & early intervention
SANCA Khayelitsha Tel: (021) 364 6131	93 Phakamani Road, Khayelitsha, 7783 Email: vuyiswa@sancawc.co.za	Early intervention
The Mudita Foundation Tel: 060 509 2098	Unit 11, Oewerpark, Rokewood Road, Die Boord, Stellenbosch, 7600 Email: info@themuditafoundation.org.za	Early intervention and 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 Tel: (021) 447 8026	1 Roman Road, Observatory Email: ashley@drugcentre.org.za	Early intervention, community based treatment & aftercare
SANCA Tygerberg Tel: (021) 945 2099 or (021) 945 2103	3 2nd Avenue Boston, Bellville Email: sanca@sancawc.co.za; tygerberg@sancawc.co.za	Early intervention; community based treatment & aftercare
PASCAP TRUST Tel: (021) 422 5588	68 Wale Street, Cape Town Email: info@pascap.org.za or phindeka@pascap.org.za	Early intervention & community based treatment
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
Tehillah Community Collaborative Tel: (021) 933 0990	196 16th Avenue, Leonsdale, Elsies River Email: tehillac@polka.co.za	Early intervention and inpatient treatment

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
Hope House Counselling Centre Kuilsriver Tel: (021) 903 1641	14 Silverhurst Way, Bergvliet and 6 Long Street, Kuilsriver Email: info@hopehouse.org	Community based treatment (adolescence & adults)
Equilibrium Tel: (021) 931 7745 Cell: 079 590 3887	9 Lower Balvenie Avenue Matroosfontein Email: equilibriumcentre145@gmail.com	Early intervention, aftercare and community based treatment
Cape Town Drug Counseling Centre (Atlantis) Tel: (021) 571 7180	Drosdy Centre, Wesfleur Centre, Atlantis Email: ashley@drugcentre.org.za	Community based treatment
Sultan Bahu (Bellville) Tel: (021) 694 9874	12 Middle Street, Bellville Email: bahuct@yahoo.com	Community based treatment and 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 Anglican Church, Snyders Way, Hout Bay Email: info@hangberg-dreams.org.za	Early intervention and community based treatment
Cape Town Drug Counselling Centre Tel: (021) 397 0103	1 Civet Street, Eastridge, Mitchells Plain Email: ashley@drugcentre.org.za	Community based treatment, early intervention and aftercare
SANCA Gugulethu Tel: 078 094 4444	JL Zwane Memorial Church, 17B Fezeka Street, Gugulethu Email: gugulethu@san-cawc.co.za	Early intervention and community based treatment now available Mon-Fri
Realistic Tel: (021) 633 1800	Shop 9, NY 6, Gugulethu Email: solomon-madikane@gmail.com	Early intervention and aftercare

INTERVENTION SERVICES PER REGION**METRO SOUTH**

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Hope Again Recovery Home Tel: (021) 371 7323 or (021) 393 4455	Mount Hope KLCC, Cnr of Ajax @ Artemis Roads, Woodlands, Mitchells Plain Email: secretary@mounthope.co.za or ladiesrecovery@mounthope.co.za	Aftercare and early intervention services
Sizakuyenza Tel: (021) 370 0049	C/O Eisieben & Mpumelelo road, Phillippi Email: sizakuyenza.new@gmail.com or Nontembiso.mevana@yahoo.com	Early intervention
SANCA Athlone Tel: 021 638 5116 Email:	S&H Centre, 1 Carnie Road, Rylands, Athlone Email: athlone@san-cawc.co.za	Early intervention, community based treatment and aftercare
Sultan Bahu Centre Tel: (021) 690 8042	Hanover Park Cnr, Lansur & Lonedown Road, Hanover Park 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
Early Years Service Tel: (021) 637 8700	335A Kilpfontein Road, Athlone Email: avrilc@earlyyears-services.co.za	Awareness and prevention
Saltan Bahu Centre Mitchells Plain Tel:(021) 372 2945	92 Shepherd Way, West-ridge, Mitchells Plain Email: bahuct@yahoo.com	Community based treatment, aftercare & opiate substitution therapy
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
Rural Impact Tel: (027) 432 1869	6 Burrell Crescent, Lamberts Bay Email: andries@ruralimpact.co.za	Early intervention
Matzikama Alcohol & Drug Action Tel:(027) 213 3270	28 Church Street, Reunion Building, Vredendal Email: vuyiswa@sancawc.co.za	Early intervention and aftercare
Foundation for Alcohol Related Research (FARR) Tel: (021) 686 2646	Unit 5, Amber Place, 42 Bloemhof Street, Bellville, 7435 Email: lo@farrsa.org.za/ info@farrsa.org.za	Awareness & prevention
Keep the Dream 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

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 Cen- tre 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
Telephone: 021 - 483 5045

DSD Hotline: 0800 220 250



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FOR YOU

Social Development

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