



Western Cape
Government

Struggling with an addiction?

HELP
STARTS
HERE.



0800 220 250



[heretohelp.co.za](https://www.heretohelp.co.za)

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.



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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;">WEST COAST TEL: 022 - 713 2272</p>	<p>Bergriver Cedarberg Swartland</p>	<p>Matzikama Saldanha (municipal areas for each location)</p>
<p style="text-align: center;">CAPE WINELANDS TEL: 023 - 348 5300</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;">EDEN KAROO TEL: 044 814 1687</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;">METRO NORTH TEL: 021 - 483 7673</p>	<p>Atlantis Bellville Cape Town Delft</p>	<p>Elsiesriver (Elsiesrivier/ Goodwood) Langa Milnerton</p>
<p style="text-align: center;">METRO EAST TEL: 021 - 360 4200</p>	<p>Eerste River Khayelitsha 1 Khayelitsha 2</p>	<p>Khayelitsha 3 Kraaifontein Somerset West</p>
<p style="text-align: center;">METRO SOUTH TEL: 021 - 763 6200</p>	<p>Athlone Gugulethu Phillippi Mitchells Plain 1</p>	<p>Mitchells Plain 2 Wynberg Retreat Fish Hoek</p>

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@western-cape.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@toev- lug.org	Inpatient treat- ment and commu- nity based treat- ment (Beaufort West, Ceres and Worsley)
Hesketh King Salva- tion Army Tel: (021) 884 4600	Cnr of Old Paarl and Klipheuwel Road Muldersvlei Email: hking@mweb. co.za	Inpatient treat- ment
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, Stellen- bosch 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: keith@fasfacts.org.za	Early intervention
Hawston Health and Welfare Tel: (028) 315 2527	169 Church Street, Hawston Email: overstrandcarecentre@telkomsa.net	Early intervention
BOWL Addiction Treatment Services Tel: (023) 346 4749/ 084 899 9894	91 Russel Street, Worcester CBD, Worcester Email: ceo@bowlcc.co.za	Early intervention, community based treatment and aftercare
Blompark Ikamva Jeug Ontwikkeling en Rekenaar Sentrum Tel: (028) 007 0327 Cell: 072 453 8065	33 Violtjie Street, Blompark, Gansbaai Email: ikamva1@telkomsa.net	Early intervention

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: 087 095 3128/ WhatsApp: 071 194 6255	19 Long Street, St George's Building, Knysna Email: director@kadc.co.za/ kevin@kadc.co.za	Early intervention and aftercare
SANCA Garden Route (George) Tel: (044) 884 0674	2 Doneraile Street, George Email: director@sancagr.org/ livefree03@sancagr.org	Prevention, early intervention, community based treatment and 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	Community based treatment and aftercare
Creating Effective Families (CEF) Tel: (044) 693 0012	Alhof Drive, D' Almeida, Mossel Bay Email: pdupreez@cefmb.co.za	Early intervention

**INTERVENTION SERVICES PER REGION
METRO EAST**

Name and Numbers of Treatment Centre	Address, Contact Person and Email Address	Intervention Level
Substance Mis-use Advocacy Research and Training (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	58 Victoria Street, Audas Estate, Somerset West Email: debbie@helpmenetwork.org	Community based treatment and early intervention
The Mudita Foundation 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**

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: clive@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 and 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

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 and 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	13 Wesfleur Circle, Atlantis Email: clive@drugcentre.org.za	Early intervention, aftercare and community based treatment
Sultan Bahu (Bellville) Tel: (021) 694 9874	12 Middle Street, Kempenville, 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 / 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
Realistic Tel: (021) 633 1800	Shop 9, NY 6, Gugulethu Email: solomon-madikane@gmail.com	Early intervention, community based treatment and aftercare
SANCA (Athlone) Tel: (021) 638 5116	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) 691 0632	Hanover Park Cnr, Lansur & Lonedown Road, Hanover Park 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
Early Years Service Tel: (021) 637 8158	335A Kilpfontein Road, Athlone Email: abigailp@eysrto.org/ francism@eysrto.org	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 and 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@wom- ancencentre.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: (021) 432 1869	6 Burrell Crescent, Lamberts Bay Email: ruralimpactnpo@gmail.com	Early intervention
Matzikama Alcohol & Drug Action (MADA) Tel:(027) 213 3270	28 Church Street, Reunion Building, Vredendal Email: madamatza@telkomsa.net	Early intervention and aftercare
Foundation for Alcohol and 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 and 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 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

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Telephone: 021 - 483 5045

DSD Hotline: 0800 220 250



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FOR YOU

Social Development

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