



ISSUP

INTERNATIONAL
SOCIETY OF
SUBSTANCE USE
PROFESSIONALS



ENSURING CLIENT-CENTERED CARE IN ADDICTION TREATMENT: STRATEGIES & BEST PRACTICES IN INDONESIA

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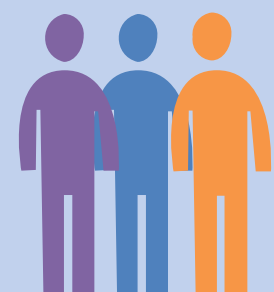
Director of Strengthening Governments's Treatment Center
Deputy Rehabilitation National Narcotics Board

18th September 2025





BACKGROUND

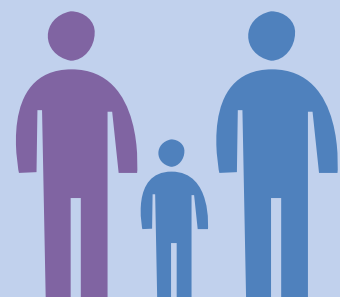


1,73% (3,3 million people using drugs)

National Prevalence of SUD (2023)

Amount of Clients Who Accessing Treatment (BNN)

(IDR 2025)



Outpatient: 10.524

Inpatient: 1.628

Community Based Intervention:
2.235

Number of Treatment Facilities Across the Country

(IDR 2024)



214 Facilities

Under BNN



1.494 Facilities

Under MoH



615

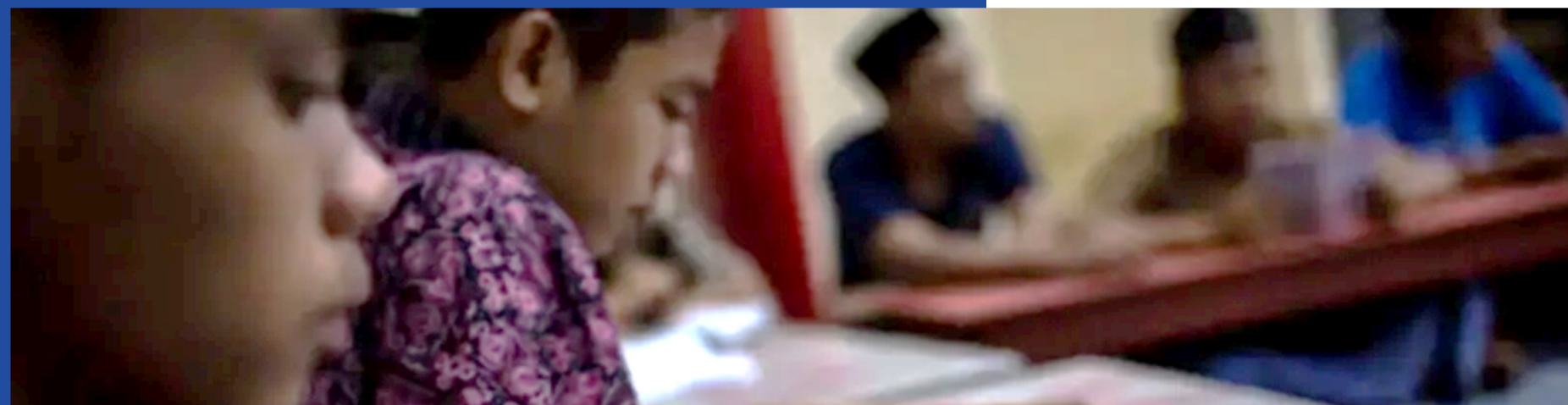
Treatment Center
partnership with BNN



189

Under MoSA

.... background



Variety approaches
modality to treatment,
most of which are
still not evidence-based



172 new psychoactive
substances have been
identified



Comorbidities related
to SUD; Physical and
Mental Comorbidities

Based Indonesia
Drug Report 2024,
there are 17.131 clients
have HIV as a
comorbidities related
to SUD

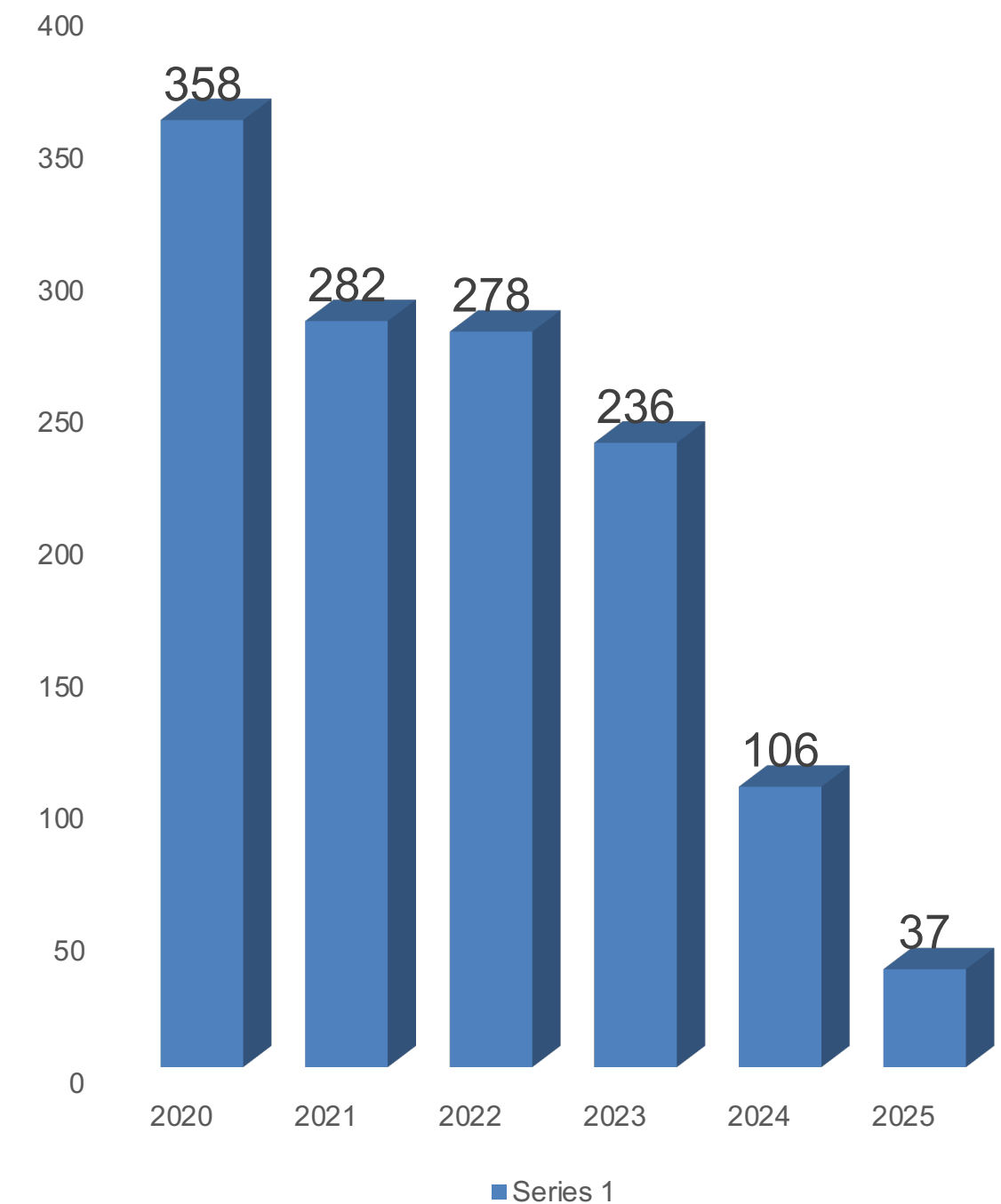
50% of respondents
experience various
mental and emotional
problems as well as
negative emotional
relationships. (Health
Research. BNN. 2019)

TREATMENT WORKFORCES

Quantity of Treatment Workforces at BNN

General Practitioner	241
Counselor	689
Nurse	378
Psychologist	41
Other healthcare workers	205

Certified Counselors per Year





•2015 - Indonesia Government policy on drug treatment for 100.000 drug users (Law No 35 on 2009)

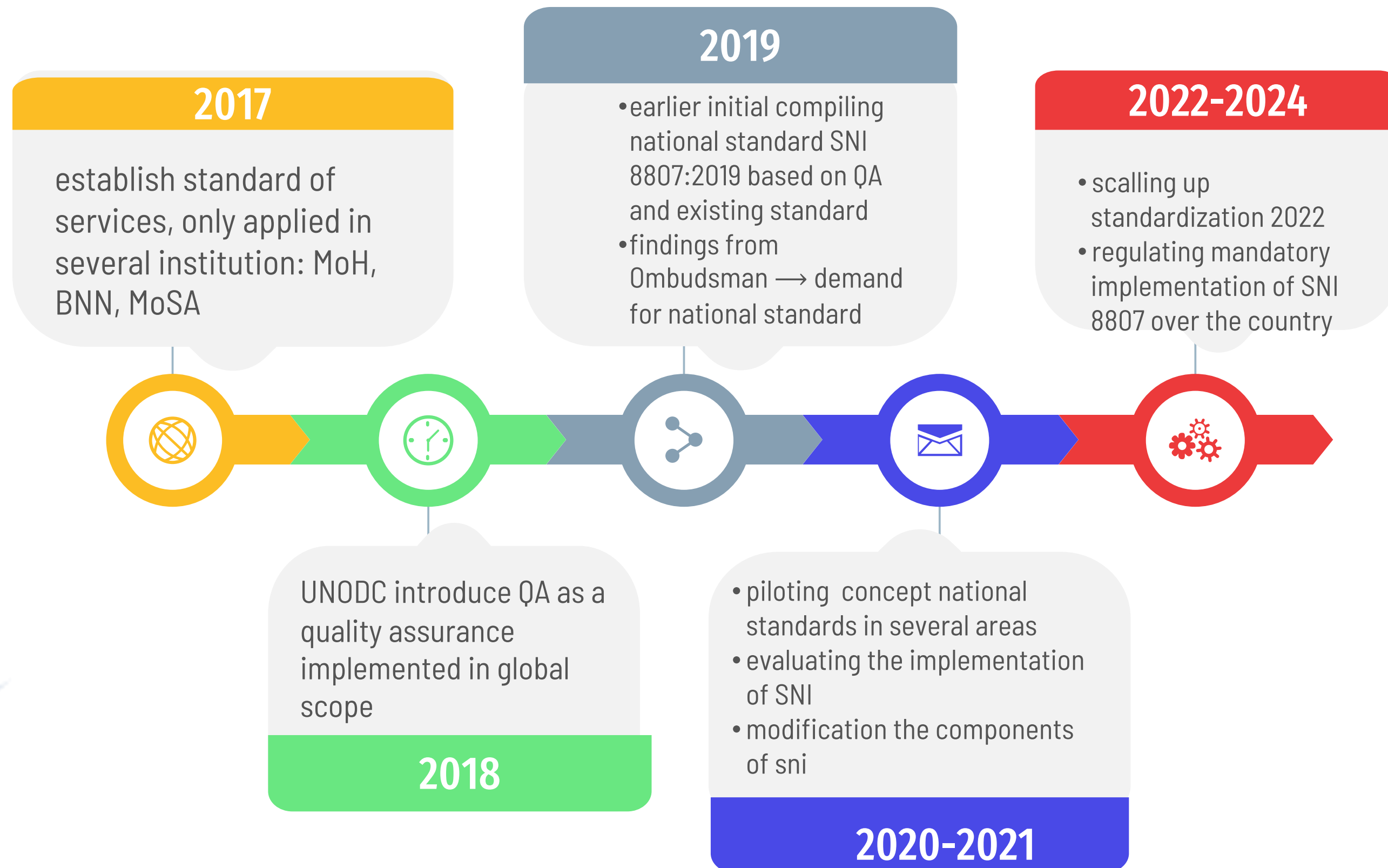


2015: Massive formation of treatment centers due to the policy "rehabilitation for 100 thousand drug users"

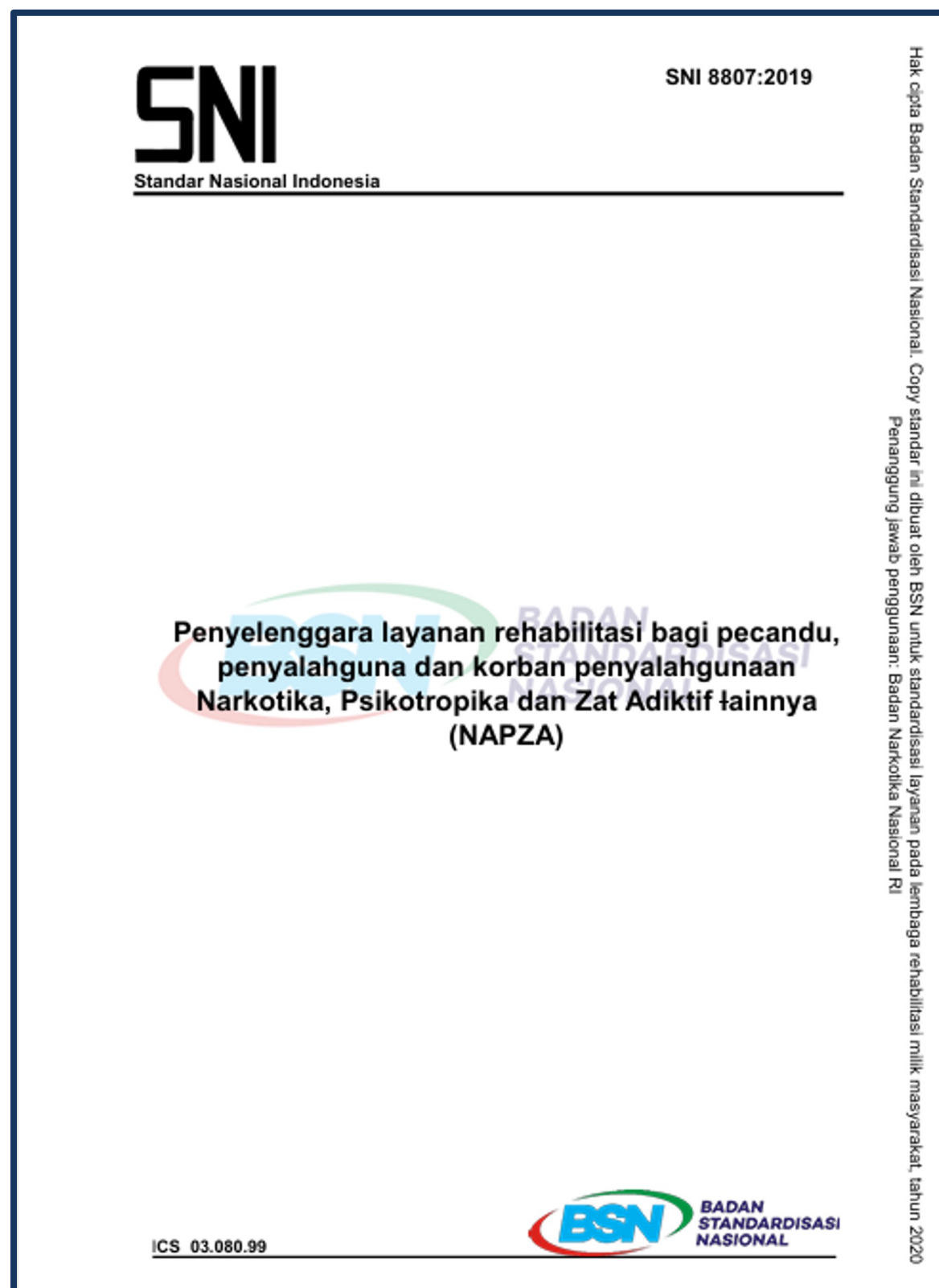
2019 → Ombudsman finding : There is no standard of service applicable throughout the country

**DEMAND TO
ESTABLISH
NATIONAL
STANDARD FOR
TREATMENT**

HISTORY DEVELOPMENT OF NATIONAL STANDARD



Components Of National Standard (SNI) 8807:2022



Legal Aspect

Accomplishing legal standing to deliver treatment services

Treatment Facilities

Providing facilities in term of deliverin services

Treatment Modalities

Evidence-based interventions

Human Resources

Multidisciplinary Competencies

Monitoring Tools

Client record, questionnaires



ACQUIRED SKILLS OF A COUNSELOR

Consultation

11

Report Record
Keeping

10

Client Education

09

Crisis Intervention

08

Case Management

07

Referrals

Screening

01

Intake

02

Orientation

03

Assessment

04

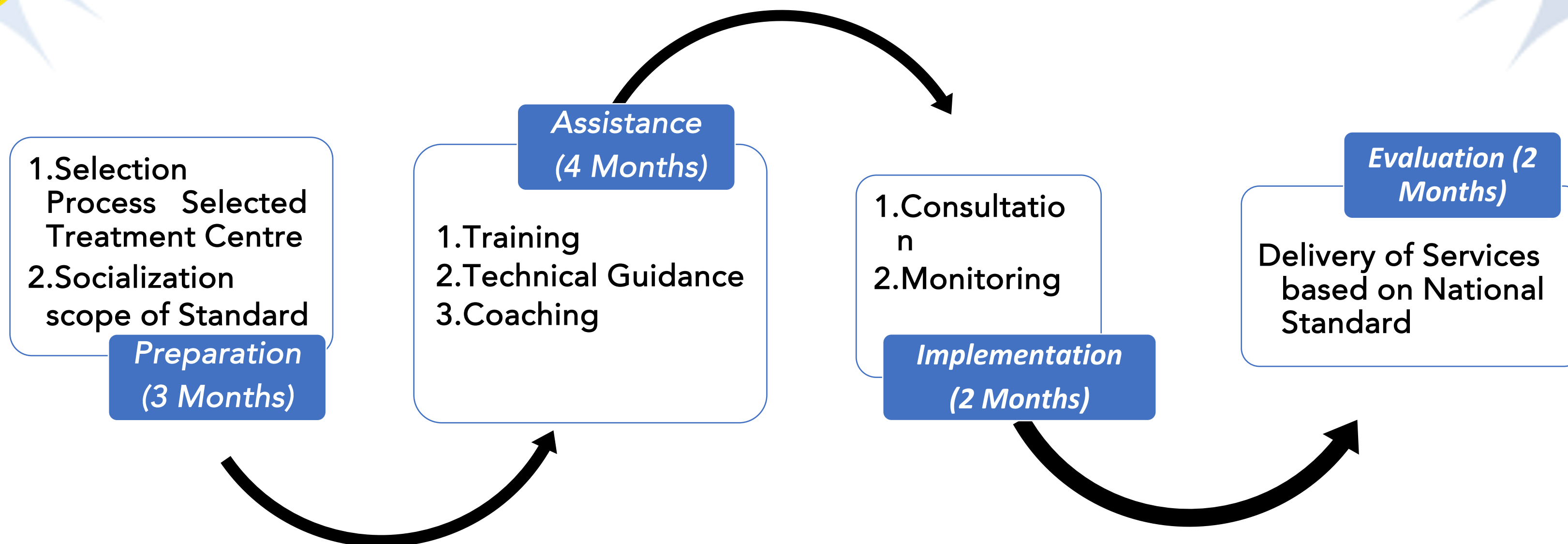
Treatment Planning

05

Counseling

06

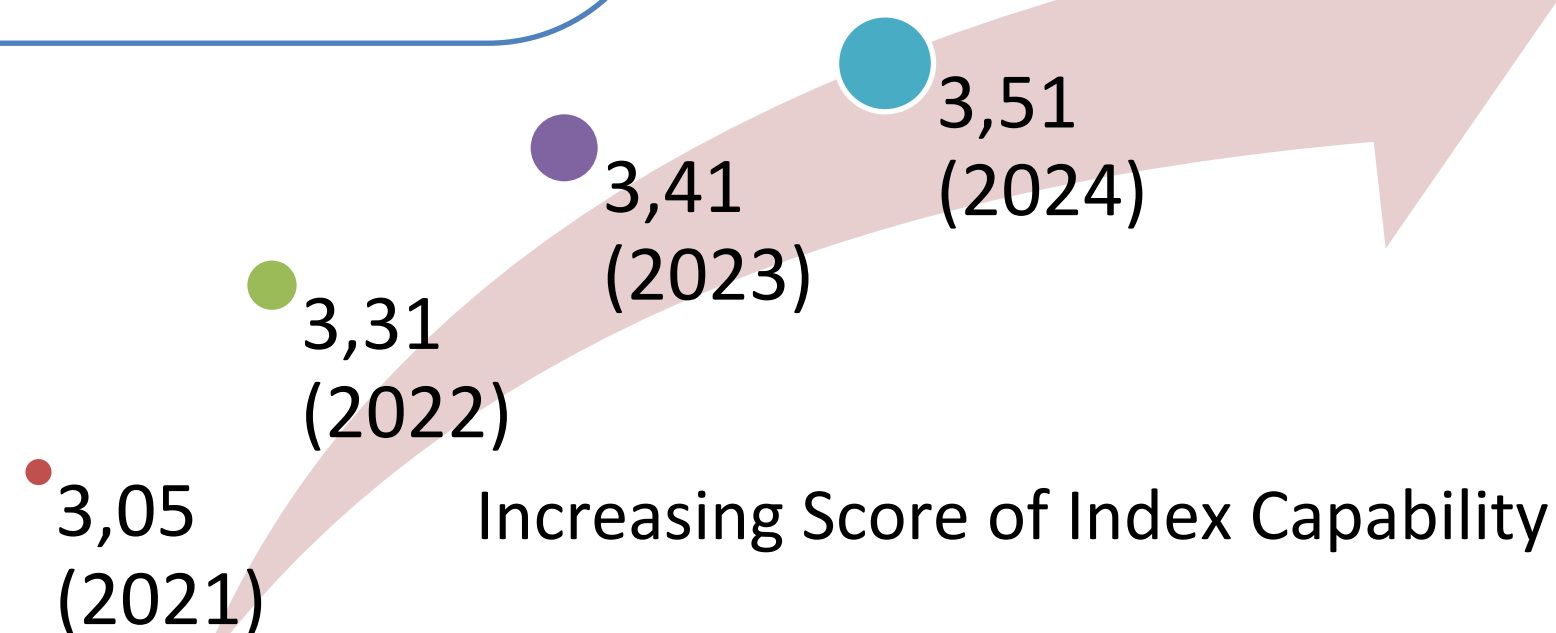
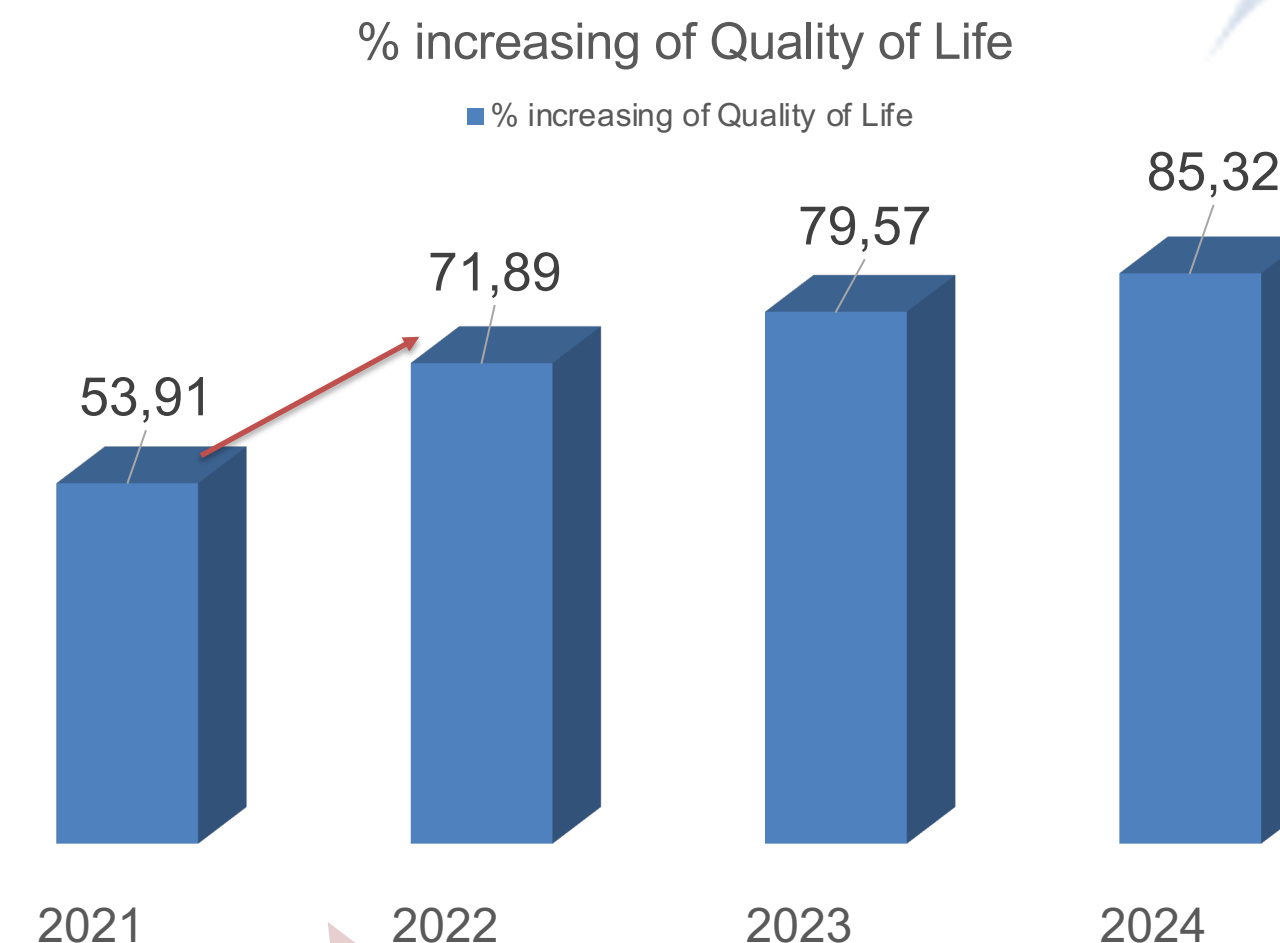
STEPS TO ATTAIN NATIONAL STANDARD



IMPACT OF SNI TO CLIENT- CENTERED CARE

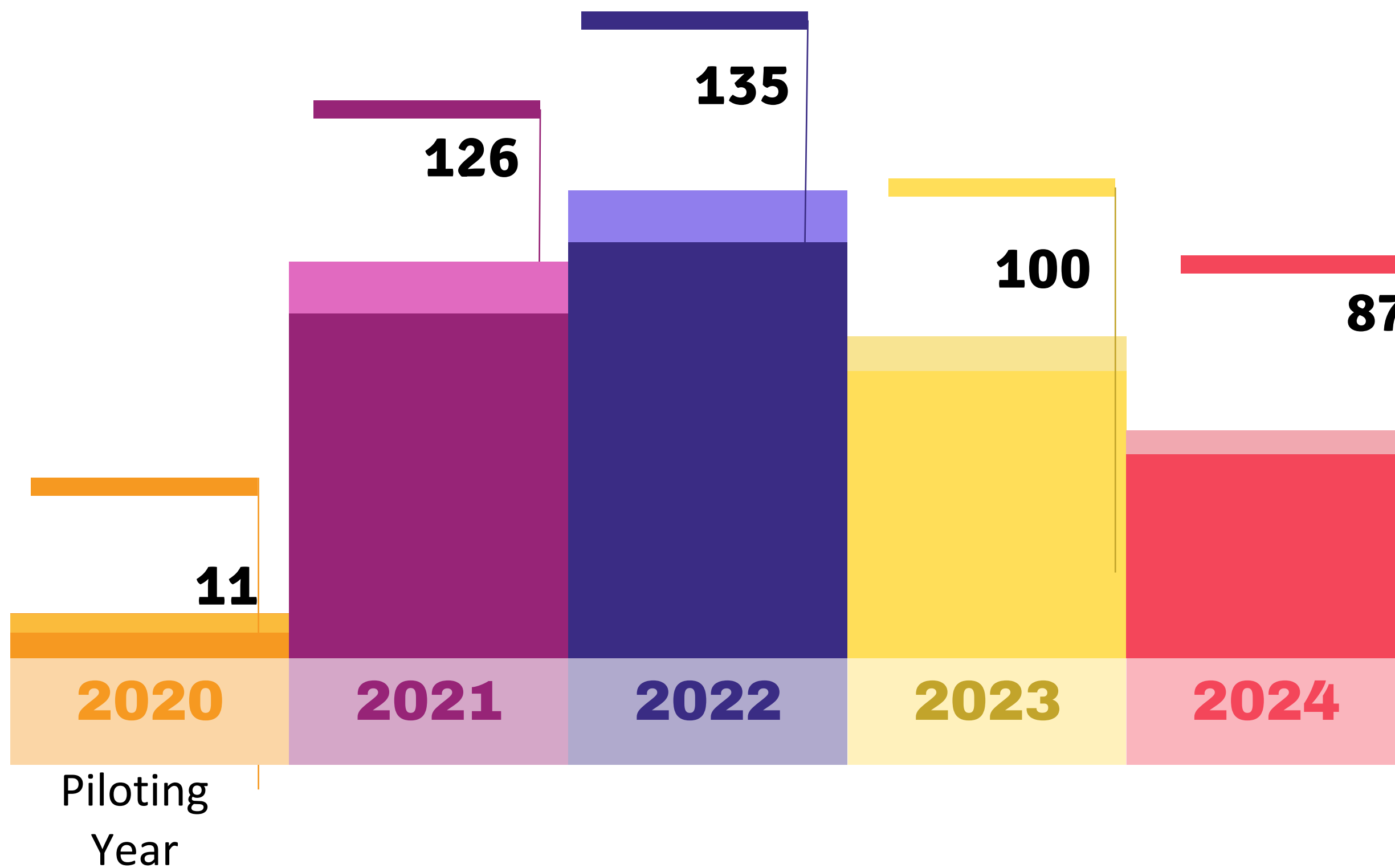
How To measure the outcome of client-cetered care trough:

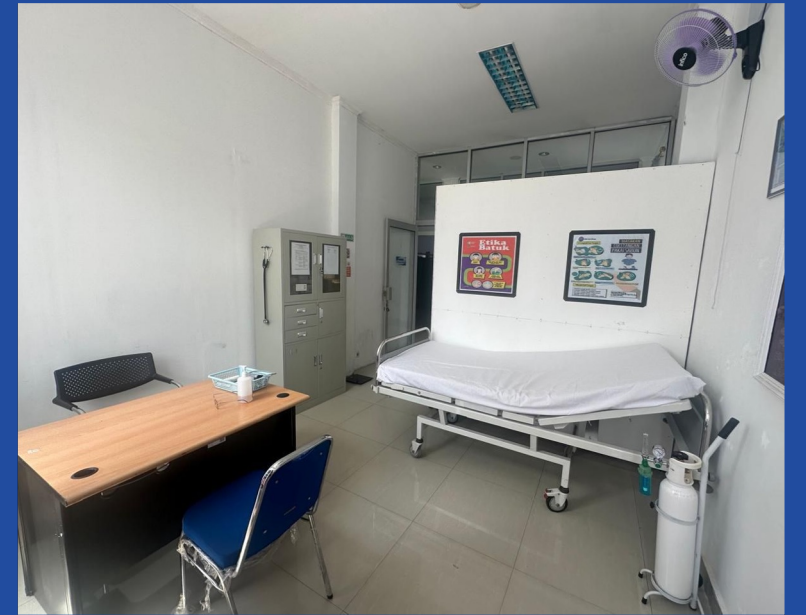
1. percentage of increasing **Quality of Life score**
2. Score index capability of treatment centre





STANDARDIZED TREATMENT CENTRES





CHALLENGE – RISK IMPACT ANALYSIS

- Urgency to integrate treatment standard established by various agencies into a unified national standard
- Challenges in coordination and cooperation between stakeholders in the implementation of national standard
- Limited amount and competencies of treatment workforces in delivering services

WAY FORWARD

1. Mandatory implementation of the national standard at treatment and rehabilitation centres.
2. Provision of intensive technical guidance on standard compliance, focusing on treatment deliveries including service documentation.
3. Conduct regular and continuous supervision of programs and services.
4. Enhancing competencies through related trainings, skills development, and certification for staff.

Reward in Implementation National Standard





**THANK YOU FOR
YOUR ATTENTION**

