

Helplines and websites

Coronavirus – COVID-19

National Coronavirus (COVID-19) General Public Hotline	Latest information on coronavirus (COVID-19)	0800 029 999 WhatsApp 'Hi' to 0600 123 456
Western Cape Provincial COVID-19 Hotline	For COVID-19 health-related concerns	021 928 4102

Getting help

Food Parcel Service – Western Cape	Food Parcels	021 469 0235
Legal Aid Advice line	Information and guidance on any legal matter	0800 110 110 (07:00–19:00 Monday to Friday)
Medic Alert	Assistance with application for Medic Alert disc or bracelet	021 425 7328 (09:00–16:00) 021 461 0000 (24-hour emergency line)
SASSA Social Relief Grant	If you are unemployed, over 18 years and not receiving other grants, UIF or NSFAS.	WhatsApp: 082 046 8552 USSD Code: *134*7737# Email: srd@sassa.gov.za 0800 60 10 11 (toll free)

Chronic conditions

Diabetes South Africa	Information, eating advice and support workshops	086 111 3913 (08:00–16:00 Monday to Thursday, 08:00–14:00 Friday)
Epilepsy South Africa	Information, counselling and support groups	0860 37 45 37 (08:00–16:30 Monday to Thursday, 08:00–14:00 Friday)
Heart and Stroke Foundation	Information and support groups if you have had a stroke or any suffer from any heart condition	021 422 1586 (08:00–16:00)
National AIDS Helpline	Counselling and information if you have HIV or are thinking of testing	0800 012 322 (24 hours)
People living with Cancer	Cancer related queries and support	0800 033 337

Counselling and crisis support

Lifeline National Counselling Line	Counselling for any life crisis and referral to support services	0861 322 322 (24 hours) 065989 9238 (WhatsApp call counselling)
Childline SA (ages 0–16 years)	For children and young adolescents who are in crises, abuse or at risk of abuse and violence	0800 055 555 (24 hours)
Gender-Based Violence Command Centre	Assistance if experiencing domestic violence, sexual assault or abuse	0800 428 428 or *120*7867# from any cell phone
TEARS Foundation	SMS helpline in cases of domestic violence, sexual assault and child sexual abuse	*134*7355# www.tears.co.za
National Human Trafficking Helpline	Reporting human trafficking	0800 222 777
Rape Crisis	Counselling and court support for rape survivors > 13 years	021 447 9762 (24 hours) – English 021 361 9085 – Xhosa 021 633 9229 – Afrikaans WhatsApp line: 083 222 5164
MobieG	Live-chat counselling for teens	www.mobieg.co.za (Sunday from 18:00, Monday–Thursday from 19:00)
Safeline	Abuse counselling and court preparation	0800 035 553 (24 hours)
South African Police Services	Report a crime.	08600 10111
Child Welfare South Africa	Report child abuse or neglect	0861 452 4110
Police Child Protection Unit	Report child abuse or neglect	10111 childprotect@saps.org.za
FAMSA-Family and Marriage Association of South Africa	Support and Education during stressful times	011 975 7106/7 national@famsa.org.za

Alcohol, drugs and smoking

Alcoholics Anonymous	Counselling, education and support groups if you require assistance with alcohol abuse	0861 435 722 (09:30–17:00 Monday to Thursday, 09:30–15:00 Friday)
SA National Council on Alcoholism and Drug Dependence	Support and help for people addicted to drugs and alcohol as well as their families	0800 456 789/SMS 31393
Narcotics Anonymous (NA)	Information and support for drug addicts	0861 006 962
National Council Against Smoking Quitline	Information and support to stop smoking	011 720 3145 or 082 840 3548

Mental health

South African Depression and Anxiety Group	Counselling and support if you have depression or anxiety	0800 456 789/ SMS 31393
Suicide Crisis Line	For any suicide related support	0800 567 567 (08:00–20:00) or SMS 31393 and a counsellor will call back
Cape Mental Health	Counselling, support, rehabilitation, training and re-integration programmes	021 447 9040 (08:00–16:30 Monday to Friday)
Mental Health Helpline	Counselling and support if you have a mental illness	0800 12 13 14 (24 hours) or SMS 31393 and a counsellor will call back
CIPLA 24-hour Mental Health Helpline	Helpline for mental disorders, anxiety, depression and suicide	0800 456 789 WhatsApp: 076 88 22 77 5