Objective: To explore the experiences of families who undergone a family intervention program at a drug treatment and rehabilitation agency located in the city of Kuala Lumpur, Malaysia. Specifically, families were asked to comment on their experience in attending the program and how much of their improvement was due to the program and other factors. Methods: Data were collected through use of a semi-structured interview with eight family members who underwent the family intervention program at the agency which consists of family psycho-education, family support group and family retreat. Observations were also conducted. Results: Five themes emerged from the analysis: therapeutic alliance between counselor and participants; helpful things participants received from the program; helpful things participants did themselves during the time they were involved in treatment; helpful things participants learned in the program that they are continuing to use; and unhelpful elements in the program. Conclusion: Findings support that the family intervention program has positive potential in supporting family members in the treatment and rehabilitation of drug addiction.