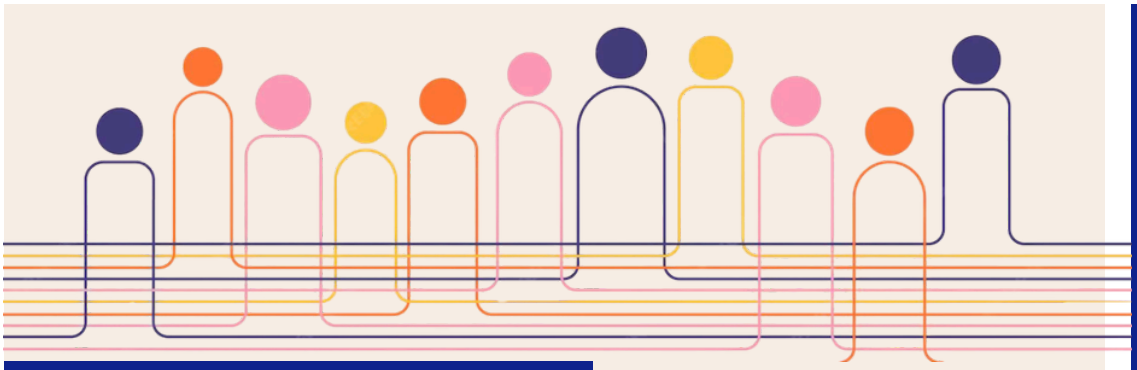
WELCOME TO OUR MONTHLY NEWSLETTER

CULTURAL INTELLIGENCE IN AGED CARE



Welcome to the October edition

October asks us to pay attention to the people who are so often overlooked — older people themselves, and the carers who support them.

This month opens with the International Day of Older Persons, whose 2026 global theme — "The Age of Longevity: Rethinking Systems for Longer Lives" — could almost have been written for aged care.

It runs straight into Mental Health Month, National Carers Week (themed this year "Care for a carer: Making carers visible"), World Food Day and World Osteoporosis Day — a run of occasions all pointing to the same idea: that dignity, voice and wellbeing in later life depend on being truly seen

Woven through the month is Navratri, the nine nights of Hindu festivity building to Dussehra, a reminder that joy and celebration matter just as much as care and compassion.

In this edition, we go deeper than a date-by-date list. We look at what these occasions mean in practice — for older people's dignity and voice, for the more than 3 million carers (paid and unpaid) who hold so much of this work together, and for a workforce whose own diversity is one of aged care's greatest strengths.

IN THIS NEWSLETTER:

Welcome to the October Edition

A Snapshot of October 2026 — Key Dates at a Glance

Nine Nights, One Story: Navratri & Dussehra

Trick, treat or tradition? Halloween, All Saints' Day & All Souls' Day - 31 October – 2 November 2026

Every Story Matters: International Day of Older Persons & Mental Health Month

Caring for the Carers: National Carers Week Through a CALD Lens

Two Islands, One Thread: The Art and Cultures of Lombok & Bali

Feeding Culture, Feeding Care: World Food Day in Aged Care Kitchens

Spotting Scams — Cyber Security Awareness Month

MAC Training Schedule

Your Voice Matters

More Information

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A SNAPSHOT OF CULTURAL CELEBRATIONS



Date	Observance	Community / Scope	Category
1 Oct	International Day of Older Persons	Global	Awareness
10 Oct	World Mental Health Day	Global / Australia	Awareness
11–17 Oct	National Carers Week	Australia	Awareness
11–20 Oct	Navratri	Hindu communities	Cultural / Religious
16 Oct	World Food Day	Global	Awareness
20 Oct	Dussehra (Vijayadashami)	Hindu communities	Cultural / Religious
20 Oct	World Osteoporosis Day	Global	Health awareness
31 Oct	Halloween	Broad / growing in Australia	Cultural



NINE NIGHTS, ONE STORY

CALD calendar feature — Navratri & Dussehra

11–20 October 2026

Navratri — meaning "nine nights" — is one of the most widely celebrated festivals across Hindu communities, running from 11 to 20 October 2026 and building to Dussehra (also called Vijayadashami) on 20 October. Few festivals show off the sheer regional diversity of Hindu tradition as clearly as this one: the same nine nights are marked in strikingly different ways depending on where in India — or the world — a family's roots lie.

Nine Nights, Nine Forms

Navratri traditionally honours nine forms of the goddess Durga (Navadurga), one for each night, representing different aspects of strength, wisdom and protection — though the exact names, order and associated colours vary by regional tradition and family custom, so it's worth asking rather than assuming which version a resident follows. The final days — Ashtami and Navami — often include Kanya Puja in North Indian tradition, where young girls are honoured as living embodiments of the goddess.

A Festival That Looks Different Everywhere

- Gujarat: Nights are marked with Garba and Dandiya Raas — energetic circle dances, often performed with sticks or rhythmic clapping, in colourful traditional dress. These are genuinely communal dances that people of any age or background can join at a simplified pace.
- West Bengal: The festival centres on elaborate Durga Puja celebrations across five main days (Mahalaya, Shashthi, Saptami, Ashtami, Navami and Dashami), with large community pandals (temporary shrines), art, music and "pandal hopping" between neighbourhoods.
- North India: Ramlila performances re-enact the story of Rama across the nine nights, culminating on Dussehra with the symbolic burning of effigies representing the demon king Ravana (and often his brother Kumbhakarna and son Meghnad) — marking Rama's victory, and more broadly the triumph of good over evil.
- Karnataka (Mysuru Dasara): A royal and civic tradition dating back centuries, featuring illuminated palaces and grand processions.
- South India more broadly: Ayudha Puja, held on Ashtami or Navami, involves blessing tools, instruments and even vehicles — a recognition of the role of one's work and craft.

NINE NIGHTS, ONE STORY

CALD calendar feature — Navratri & Dussehra

11–20 October 2026



Fasting and Food

Many people observe a partial or full fast for some or all of the nine nights. Permitted foods typically differ from everyday meals — commonly including fruit, dairy, sabudana (sago/tapioca pearls, often made into sabudana khichdi), kuttu (buckwheat) flour, singhare ka atta (water chestnut flour), and rock salt (sendha namak) in place of regular table salt. This is genuinely useful information for catering: a Navratri-observing resident's "fasting menu" is not the same as a generic light meal, and getting it right can mean the difference between someone eating well and someone going without for over a week.

Activity Ideas

- A Garba or Dandiya music session — even a seated, simplified version can bring real joy and movement
- A colour-themed day, if residents and staff would enjoy it
- Sharing the story of Durga or Rama as a storytelling session
- A Navratri-appropriate fasting menu option, built from the ingredients above, for anyone observing
- A festive sweet tasting at the end of the fast, mindful of dietary needs

TRICK, TREAT OR TRADITION?

Halloween, All Saints' Day & All Souls' Day

31 October – 2 November 2026



Halloween used to be something Australians mostly watched happen in American films. Not anymore. A 2025 survey by the Australian Retailers Association and Roy Morgan found that more than one in five Australian adults — around 4.8 million people — now plan to celebrate it, with spending up 11% on the year before. The biggest jump wasn't among children or young adults: participation among Australians aged 65 and over rose 12 percentage points to 21%, one of the largest increases of any age group. Older Australians, it turns out, are getting into Halloween at a faster rate than almost anyone else.

That makes 31 October worth taking seriously in aged care — not as a given, but as a genuine option many residents and staff will want to opt into. And two days later, on 1–2 November, a very different but quietly connected pair of observances follows: All Saints' Day and All Souls' Day, among the most significant dates of the year for Catholic communities across the world, including many of the Filipino, Italian, Polish, Croatian, Vietnamese and Latin American families.

Where Halloween Actually Comes From

Halloween's roots trace back to Samhain, an ancient Celtic festival marking the end of harvest and the point in the year when the boundary between the living and the dead was thought to be at its thinnest. When Christianity spread through Celtic regions, the church placed All Saints' Day on 1 November, and the night before — "All Hallows' Eve" — gradually became Halloween. So although Halloween today looks like costumes and lollies, it shares a common ancestor with the solemn, family-centred observances that follow it.

Why Halloween Isn't Universal — and That's Fine

For residents and staff from cultures with no Halloween tradition at all, 31 October can land as simply unfamiliar — not upsetting, just not theirs, in the same way a Western staff member might feel about a festival they didn't grow up with. For others, there are genuine reasons to sit it out: some Christian denominations avoid Halloween because of its pagan origins, Jehovah's Witnesses don't participate in it at all, and many Islamic scholars discourage celebration on the same grounds. None of this requires a policy — it just means Halloween activities work best framed as an invitation, not an assumption, the same way MAC already treats every other date on the cultural calendar.

TRICK, TREAT OR TRADITION?

Halloween, All Saints' Day & All Souls' Day

31 October – 2 November 2026



All Saints' Day and All Souls' Day: The Quiet Big Day After

For many Catholic families, 1–2 November matters far more than 31 October does. All Saints' Day (1 November) honours saints and the faithful departed generally; All Souls' Day (2 November) is specifically for praying for and remembering one's own deceased loved ones. In the Philippines, this is known as Undas and is one of the most important dates in the entire year — families travel long distances to gather at the cemetery, clean and decorate graves, light candles, bring flowers, and sometimes share a deceased relative's favourite food at the graveside, turning what might sound sombre into a genuinely warm, multi-generational family gathering. Italian, Polish, Croatian and many Latin American communities mark the days similarly, with cemetery visits, candles and family meals.

A related but distinct tradition worth knowing about is Día de los Muertos (Day of the Dead), observed in Mexico and some other Latin American communities on the same two days. Unlike the quieter, more solemn tone of All Souls' Day elsewhere, Día de los Muertos is intentionally colourful and celebratory — families build home altars (ofrendas) with marigolds, candles, photos and the favourite foods and drinks of people who have died, on the belief that this is the time of year their spirits return to visit.

What This Means for Aged Care

For a resident whose family observes All Souls' Day, early November may be an emotionally significant few days — a time they'd want to mark, be asked about, or simply have acknowledged, rather than have it pass unnoticed under the bigger, noisier presence of Halloween. For a resident with no connection to either, neither date needs to mean anything at all. The simplest approach is the same one MAC uses for every other date on the calendar: ask, rather than assume, and make space for both the costume party and the quiet remembrance table to exist in the same week.



EVERY STORY MATTERS

International Day of Older Persons & Mental Health Month

October opens with a simple but powerful idea: that every older person has a story worth hearing, and a right to be heard. The International Day of Older Persons, marked each 1 October since 1990, exists to challenge ageism and recognise the contribution older people make to their families, communities and workplaces.

This Year's Theme: Rethinking Systems, Not Just Attitudes

The United Nations' 2026 theme, "The Age of Longevity: Rethinking Systems for Longer Lives," is a deliberate shift in framing. Rather than asking individuals to simply "age well," it asks governments, services and workplaces — including aged care providers — to examine whether their systems are actually built for the longer, healthier lives people are now living. That's a direct invitation for a service like MAC: are our programs, rosters, menus and communication designed around what older CALD Australians actually need now, or around assumptions set decades ago?

Ageism remains a serious, often invisible barrier to that rethink. The World Health Organization's Global Report on Ageism found that roughly one in two people worldwide hold ageist attitudes — a reminder that this isn't a fringe issue, but something embedded in everyday assumptions, including inside care settings themselves.

Dignity Through Listening

For older people from CALD backgrounds, being truly heard can mean something more specific than a friendly chat. It can mean having a life story — migration, war, displacement, achievement, reinvention — understood in its full context, not reduced to a few lines in a care file. Australia's older population reflects this directly: a substantial share of Australians aged 65 and over were born overseas, carrying migration stories that span decades and continents. It can also mean a staff member recognising that a resident's quietness isn't disengagement, but a cultural norm around not burdening others with feelings.

Standard 1 of the strengthened Aged Care Quality Standards asks that older people are treated with respect and have their identity, culture and diversity recognised and valued. Genuinely listening to someone's story — and recording it somewhere more human than a clinical note — is one of the simplest, most concrete ways to meet that standard.

EVERY STORY MATTERS

International Day of Older Persons & Mental Health Month

Mental Health Doesn't Look the Same Everywhere

Mental Health Month, running all October with World Mental Health Day on 10 October, is a chance to revisit a theme from September's R U OK? Day feature: that distress doesn't always announce itself in words. For some older CALD residents, concepts like "depression" or "anxiety" may carry stigma, or simply may not translate neatly into their first language or cultural framework. Cross-cultural research consistently finds that people from many non-Western cultural backgrounds are more likely to describe emotional distress through physical symptoms — fatigue, pain, appetite changes, sleep problems — rather than naming a mood or feeling. Missing this isn't a failure of compassion; it's a gap in the lens we're using to look.

Resource Spotlight

Embrace Multicultural Mental Health is Australia's national focal point for multicultural mental health and suicide prevention. It works across three areas worth knowing about: supporting services to become more culturally responsive, building the evidence base on multicultural mental health, and amplifying the lived experience of people from migrant and refugee backgrounds. Its Knowledge Hub has practical, evidence-based guidance rather than a one-size-fits-all checklist — useful for staff training as well as for working directly with residents and families.

For direct support, both Lifeline (13 11 14) and Beyond Blue (1300 22 4636) can be accessed with an interpreter via the Translating and Interpreting Service (TIS National, 131 450) — a detail worth printing on a staff noticeboard, since many people don't realise crisis lines are reachable in languages other than English.



EVERY STORY MATTERS

International Day of Older Persons & Mental Health Month

A Simple Conversation Starter for Staff

> *"I've noticed you've seemed a bit quieter/more tired than usual lately — is everything okay, or is there something on your mind?"*

This kind of open, non-clinical question — asked without assuming what the answer will be — tends to work better across cultures than directly naming a mental health condition the person may not use that language for themselves.

Activity Ideas

- A "life story" afternoon — invite residents to share one memory, object or photo that matters to them, with staff or family helping translate where needed
- A short team discussion: "What does being heard look like for someone who doesn't use English as a first language?"
- Print and display the TIS National number alongside Lifeline and Beyond Blue, so language is never a silent barrier to crisis support
- Share the Embrace Multicultural Mental Health Knowledge Hub with staff supporting residents or colleagues who may be doing it tough

🆘 Need Help?

• **Lifeline** — 13 11 14 (24/7 crisis support; accessible with an interpreter via TIS National)
• **Beyond Blue** — 1300 22 4636 (mental health support and information; interpreter access via TIS National)
• **TIS National (Translating and Interpreting Service)** — 131 450
• **Embrace Multicultural Mental Health** — embracementalhealth.org.au
• **My Aged Care** — 1800 200 422 (general aged care information, support and referral)
• **Aged Rights Advocacy Service (ARAS), SA** — agedrights.asn.au
• **13YARN** — 13 92 76 (crisis support line for Aboriginal and Torres Strait Islander people)

CARING FOR THE CARERS

National Carers Week Through a CALD Lens

11–17 October 2026

National Carers Week recognises the more than 3 million Australians who provide unpaid care to a family member or friend. This year's national theme, "Care for a carer: Making carers visible," is a direct response to a well-documented problem: a huge amount of caring happens quietly, unrecognised, and without support — and in CALD communities, that invisibility can run even deeper.

3 MILLION+

Australians provide unpaid care
for a family member or friend

National Carers Week 2026 — "Care for a carer: Making carers visible"

When Care Is Just What Family Does

In many cultures, looking after an ageing parent, spouse or sibling isn't seen as a role with a name — it's simply an expected part of family life, often tied to values around filial duty, respect for elders, or religious obligation. This can mean CALD carers are less likely to identify with the word "carer" at all, less likely to seek formal recognition or support, and more likely to carry the load quietly, sometimes well past the point where their own wellbeing is at risk.

Common assumption	What it can look like for CALD families
A carer is someone who has registered with a service as a 'carer'.	Many CALD family members providing daily care never use that word for themselves — it's simply seen as family duty.
If someone needed help, they'd ask for it.	Asking for formal support can feel like admitting the family has failed in its responsibility — so people often don't ask.
Respite care means the family doesn't care enough to do it themselves.	Respite, framed well, protects the carer's health so they can keep caring — not a sign of giving up.
Carer support services are only for people who speak English.	Carer Gateway and TIS National make interpreter-supported help available in virtually any language.

CARING FOR THE CARERS

National Carers Week Through a CALD Lens

11–17 October 2026

The campaign's own message — that "anyone can become a carer, at any time" — is worth sitting with. Caring responsibilities can arrive suddenly, through illness, injury or a parent's decline, and CALD families navigating this for the first time are often doing so in English-language systems that feel unfamiliar on top of an already overwhelming situation.

Why This Matters for Aged Care Staff

Staff are often the first to notice when a family carer is stretched thin — arriving exhausted, missing their own appointments, hesitant to accept respite because it feels like letting the family down, or quietly doing far more at home than the service is aware of. Research on carer wellbeing consistently shows that carers with good access to support have measurably better health and wellbeing outcomes than those managing alone — which makes early, culturally sensitive conversations about support genuinely protective, not just a box to tick.

A culturally aware approach doesn't push a family to use a word they don't identify with. It meets them where they are, and gently makes support visible and accessible regardless of how they describe their own role.

Resource Spotlight

Carer Gateway (1800 422 737) is the main entry point to free, practical carer support in Australia. Services include:

- In-person, phone and online counselling
- Peer support groups connecting carers with others in similar situations
- Carer coaching to help manage stress and plan ahead
- Respite care, including planned and emergency in-home respite
- A free Carer Gateway app for day-to-day planning and support

Carer Gateway can be accessed with an interpreter through the Translating and Interpreting Service (TIS National, 131 450), so language is never a reason not to ask. Financial supports such as the Carer Payment and Carer Allowance, administered through Services Australia, may also be available depending on circumstances.

CARING FOR THE CARERS

National Carers Week Through a CALD Lens

11–17 October 2026

Activity Ideas

- A short staff briefing on recognising "hidden" carers — family members who wouldn't describe themselves that way
- A morning tea acknowledging staff who are also carers in their own lives
- Printed or verbal information about Carer Gateway's interpreter access, shared with families who may not know it exists
- A simple "it's okay to ask for help" message translated into the languages most common among the families you support.

🆘 **Need Help?**

• **Carer Gateway** — 1800 422 737 / carergateway.gov.au
• **TIS National (Translating and Interpreting Service)** — 131 450
• **Carers SA** — carerssa.com.au
• **Services Australia** — for Carer Payment / Carer Allowance questions (servicesaustralia.gov.au)



TWO ISLANDS, ONE THREAD:

The Art and Cultures of Lombok & Bali



Two Islands, One Thread: The Art and Cultures of Lombok & Bali is on display at AGSA from 15 May 2026 to 28 February 2027, free entry. For further details, visit agsa.sa.gov.au.

Australia's first exhibition to explore the deep artistic connection between Muslim Lombok and Hindu Bali

Featuring rare textiles, 18th-century temple doors, gold shrine plaques, and historic paintings, the exhibition reveals how centuries of trade and shared history linked these two neighboring islands. At its heart are hand-woven fabrics-from shimmering songket brocades to sacred Balinese textiles-that reflect deep spiritual traditions, ancestral connections, and the living creativity of both cultures.

Among the more than 100 works on display are previously unseen textiles from AGSA's collection, alongside rare loans from the West Nusa Tenggara State Museum in Lombok, never seen before in Australia, and key works donated by Michael Abbott AO KC, whose longstanding support has enriched the Gallery's holdings of Southeast Asian art.



The exhibition is accompanied by a major illustrated publication - one of the first to explore the textiles, art and culture of Lombok - co-edited by Dr James Bennett and I Made Rai Artha with Michael Abbott AO KC and available from September 2026 at the AGSA Store.

A CULTURAL EXPERIENCE AND VISUAL STORYTELLING BEYOND LANGUAGE

The exhibition highlights how two distinct religious and cultural traditions-Muslim Lombok and Hindu Bali-lived side by side, traded, and influenced each other across the Lombok Strait while preserving their unique cultural identities.

It offers a tangible metaphor for multiculturalism: distinct communities connected through shared artistic techniques (ikat weaving and songket brocades) and maritime contact, demonstrating that diversity enriches rather than divides.

The artworks were created out of deep reverence for ancestors, spiritual identity, and community history. They also carry spiritual and cultural stories in their patterns; visitors do not need to speak Indonesian or have prior historical knowledge to connect with the art. Visual storytelling serves as a universal bridge for all ages and backgrounds.



(1) Indonesia, Waist wrap cloth (kampuh) with the motif 'Praise Allah' (subahnale),1900-40, Central Lombok, West Nusa Tenggara, Indonesia, silk, metal thread, synthetic dyes, 112.0 x 164.0 cm; Gift of Michael Abbott AOQC and Sue Crafter through the Art Gallery of South Australia Foundation 2021. Donated through the Australian Government's Cultural Gifts Program, Art Gallery of South Australia, Adelaide;

(2) Indonesia, Bali, Goose (angsa), vehicle for Brahma and Saraswati, 1875-1925, Buleleng, Bali, Indonesia, wood with pigment, gold leaf, semi-precious stones, 38.5 x 19.0 x 25.0 cm; Gift of Michael Abbott AO QC and Sue Crafter through the Art Gallery of South Australia Foundation 2019. Donated through the Australian Government's Cultural Gift Program, Art Gallery of South Australia, Adelaide.

(3)Indonesia, Bali, Shrine plaques, Siva and two ancestors, prerai, 1800-1999, Sangsit, Buleleng, Bali, Indonesia, gold, 15.2 x 10.2 cm (Siva plaque), 11.0 x 7.5cm (ancestors); Edmund and George Whitlock Foundation Fund 2004, Art Gallery of South Australia, Adelaide;

FEEDING CULTURE, FEEDING CARE

World Food Day in Aged Care Kitchens-16 October 2026

World Food Day's 2026 global theme, "Innovate today. Nourish tomorrow," is pitched at a planetary scale — sustainable farming, reduced food waste, climate-resilient crops. But the same idea scales right down to a single dining room: innovating how we feed people today shapes whether they're genuinely nourished tomorrow. And in aged care, nowhere is that truer than in getting culture right on the plate.

Why Food Is a Cultural Safety Issue, Not Just a Catering One

For many older CALD residents, food carries decades of memory — a grandmother's recipe, a dish served only at weddings, the specific way rice or bread was made in a home that may be a world away. When a menu reflects that, it tells a resident their identity matters beyond their care needs. When it doesn't, mealtimes can become one more daily reminder of displacement, even when the food on offer is nutritionally sound.

This matters clinically as well as emotionally. Malnutrition and unplanned weight loss are well-recognised risks in residential aged care, and appetite is strongly influenced by whether food feels familiar, appealing and recognisably "food" to the person eating it. A perfectly balanced meal that someone won't eat achieves nothing nutritionally — which makes cultural appropriateness a genuine part of good nutrition care, not a "nice to have" layered on top of it.

The Layers Most Menus Miss

Getting this right isn't only about big, visible dishes. It's also about the layers that are easy to miss:

- **Religious requirements:** Halal preparation (no pork or alcohol, animal slaughtered according to Islamic method, and attention to shared utensils/cooking surfaces) and kosher preparation (similar separation of meat and dairy, and food prepared under specific supervision) both require more than simply omitting an ingredient — they're about the whole preparation process.
- **Vegetarian, beyond "no meat":** Some residents won't eat food cooked in the same pot or oil as meat, or avoid specific vegetables (such as onion or garlic) for religious reasons — distinctions a generic "vegetarian option" tick-box can miss entirely.
- **Texture modification that's still culturally recognisable:** For residents on modified textures under the IDDSI framework (the international standard used across Australian aged care, ranging from Level 0 thin fluids to Level 7 regular food), a culturally appropriate puree of a traditional dish — rather than a generic hospital-style puree — makes a real difference to whether someone recognises, and wants, their meal.
- **Spice, temperature and texture preferences** that go beyond dietary category altogether — the difference between food that's "allowed" and food that actually tastes like home.

FEEDING CULTURE, FEEDING CARE

World Food Day in Aged Care Kitchens-16 October 2026

Getting It Right Starts With Asking

The most reliable way to get culturally appropriate food right isn't guessing — it's asking residents and families directly: What did you eat growing up? Is there a dish that reminds you of home? Is there anything we should know about how your food needs to be prepared? These conversations cost nothing and often reveal far more than a standard dietary form.

A Two-Way Street for Staff

World Food Day is also a good moment to recognise staff themselves, many of whom bring their own culinary traditions and knowledge into the workplace — whether formally, in menu planning, or informally, by sharing a dish or a tip with colleagues. Innovation, in the spirit of this year's theme, doesn't have to mean new technology — sometimes it just means finally writing down the recipe a staff member has been quietly making from memory for years.

Activity Ideas

- A "dish that reminds me of home" callout for residents, families and staff (see the Staff Story Callout below)
- A themed menu day built from resident requests rather than a generic "cultural day" template
- A short staff resource summarising halal, kosher, and culturally specific vegetarian requirements relevant to your service
- A briefing on IDDSI texture levels paired with culturally specific recipe examples, so texture-modified doesn't mean culturally blank

🆘 **Need Help?**
· **Maggie Beer Foundation** — maggiebeerfoundation.org.au (SA-founded; free training for aged care cooks and chefs)
· **IDDSI** — iddsi.org (the texture-modification framework used across Australian aged care)
· **Foodbank SA** — foodbanksa.org.au
· **Dietitians Australia "Find an APD"** — dietitiansaustralia.org.au

SPOTTING SCAMS

Cyber Security Awareness Month

October is Cyber Security Awareness Month, and scams remain a serious financial and emotional risk for older Australians. The National Anti-Scam Centre's most recent report found reported scam losses across Australia fell by almost 26% to **$2 billion** in 2024 — genuine progress — but older Australians (65+) still reported **the highest losses of any age group, at $99.6 million**. Reported losses specifically affecting CALD communities fell by 36% over the same period, a promising sign that targeted, multilingual awareness campaigns are having a real effect — which is exactly why continuing to share these resources matters.

The Scam Types Doing the Most Damage

Investment scams, romance scams, payment redirection, remote access scams and phishing together account for more than 70% of all reported losses. In an aged care context, the ones worth knowing by name are:

- Remote access / tech support scams — a caller claims to be from a telco, bank or "Microsoft" and talks someone into installing software that lets them access the person's device or accounts
- Government impersonation scams — fake calls or messages claiming to be Centrelink, myGov, the ATO or the police, usually demanding urgent payment or personal details
- Family impersonation scams ("Hi Mum/Dad" scams) — a message claiming to be from a child or grandchild in trouble, asking for urgent money, often via a "new phone number"
- Romance scams — a long-building, emotionally manipulative relationship, often over months, ending in a request for money

The good news: Scamwatch now publishes scam-prevention advice in 17 languages, making it a genuinely useful resource to share with residents, families and any staff supporting older relatives of their own.

SPOTTING SCAMS

Cyber Security Awareness Month

A Few Things Worth Reminding Residents, Families and Each Other

- Government agencies and banks will never ask for passwords, PINs or remote access to a device over the phone
- If a call creates urgency or pressure to act immediately, that's a warning sign, not a reason to hurry
- It's always okay to hang up and call the organisation back on a number you looked up yourself
- Scamwatch's multilingual resources (scamwatch.gov.au) are worth sharing directly with residents or family members more comfortable in another language
- If something has already gone wrong, IDCARE is Australia's national identity and cyber support service, and can help regardless of language background

🆘 Need Help?

• **Scamwatch (National Anti-Scam Centre)** — scamwatch.gov.au (advice in 17 languages)
• **IDCARE** — 1800 595 160 (national identity and cyber support line, Mon–Fri 7am–7pm AEST)
• **ReportCyber** — cyber.gov.au/report-and-recover
• **TIS National (Translating and Interpreting Service)** — 131 450



MAC TRAINING SCHEDULE

October - December 2026

Date	Session	Format	Audience
Wed 4 Nov	MAC Culture in Ageing (CiA) Workshop: Culture and Safety (more details to be confirmed)	Virtual	Lifestyle Coordinators & Diversional Therapists
Thurs 12 Nov	MAC CQ Series Sessions: A Taste of Culture: Food, Identity and Care	Virtual	All aged care staff
Wed 25 Nov	MAC National Symposium- From Rights to Practice: Creating Cultural Safety Across Diversity in Aged Care	Virtual	Open to all — providers, workforce, community
Fri 4 Dec	MAC CQ Series Sessions: : Culture, Connection and Mental Wellbeing	Virtual	All aged care staff

Tailored training is also available to meet the specific needs of your organisation and workforce.

View full schedule & register here



MAC TRAINING SCHEDULE

October - December 2026





MAC CiA Workshop: Beyond Words — Relational Communication in Dementia Care - *Wednesday 4 November*

A practice lab exploring how a relational approach to communication can support dignity, autonomy and meaningful participation for culturally diverse older people living with dementia. Using MAC's RECAP framework (Relationships, Empathy, Cultural understanding, Access and Participation), participants work through interactive scenarios covering how to recognise behaviour and body language as communication, respond when someone returns to their first or preferred language, and work well with interpreters and family.

👉 Register for this session



YOUR VOICE MATTERS!

We'd love to hear from you! Share your family traditions, favourite recipes, or special cultural stories so we can feature them in next month's edition.

💌 Callout for iIdeas:

- Tell us how your family celebrates!
- Share your recipe or story for next month's edition.
- Email us at macsa@mac.org.au with your ideas.

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