

ANNUAL REVIEW **2021-22**









OVER 500

for a resilient sector



RADIO SERVICES ON AM, FM AND DAB+



OF THE POPULATION 15+ LISTENS TO
COMMUNITY RADIO



COMMUNITY RADIO REACHES



AUSTRALIANS EVERY WEEK

OVER **80%** OF LICENCES IN REGIONAL AUSTRALIA



METRO **20%**

32%

REGIONAL 48%



LISTENERS SPEND ON AVERAGE

15 HOURS LISTENING

TO COMMUNITY RADIO EACH WEEK

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A Message From Our President & CEO

If we had to pick one theme for CBAA's work this year, it would be resilience. As the peak body and voice for community broadcasting, in providing support for our community and as an employer, resilience is a quality that we've embodied and that we aim to foster in others.

Our job is to build strong and successful community broadcasters and for nearly 50 years we have played a critical role underpinning the resilience, financial viability, quality and capability of Australian community broadcasting. This year we continued to provide support, resources, products and services that deliver the benefits of economies of scale, communication, collective representation, networking and peer-to-peer support.

2021/22 has been both a challenging and significant year for CBAA, as we progressed the implementation of our strategy adopted in 2019. Managing through the uncertainties of COVID has been a dominant feature of the last two years and our decisions have been focused on supporting members whilst keeping our people safe and adapting the way we work. In 2021/22 we improved our financial position, continued to reshape our organisation, and delivered a diverse portfolio of programs.

Much of our effort has been directed to strengthening our foundations. We have made significant progress. We now have our Executive Team in place, with the key shift being the

employment of a Head of Program Delivery role to provide strategic leadership across the CBAA's portfolio of programs. We are now increasingly shifting our focus to embed the new organisational values we developed during the year, ensuring they are actively driving culture and the way we work. We are also focused on improving business processes so we can deliver an optimised experience for our members and our team.

Managing the impacts of COVID, and associated lockdowns, has disrupted life for many of us. CBAA has worked hard to support members and other stakeholders through this uncertainty. Despite the pandemic, and in the face of floods and bushfires, community media organisations have worked tirelessly to support and connect communities when they need it most. They have provided their communities with up-to-date local information that is in-language and in the appropriate community context. They have acted as a catalyst for community dialogue, linked people to critical services, coordinated fundraising and relief efforts and been vital points of connection for their communities both through emergencies and in recovery.

Our stakeholders and society generally are more focused than ever before on outcomes and accountability and this focus will only continue to grow. We have significantly increased investment in our data and insights capability to ensure we design and develop better services and continue

to support strategic decision making and evaluation in our organisation and the sector. Data and insights are key to telling the story of just how important and impactful Community Radio is for the Australian community.

Overall, it has been a successful year. Our strong financial performance has allowed an expansion of our services to members and to the sector as a whole and we again have record levels of satisfied members. Some of our key achievements this year included:

- In early 2022, CBAA launched Community Radio Plus, an app which provides access to community radio's rich and diverse content. The app features live radio, podcast and catch-up shows and news bulletins. 96% of community radio station streams are on the app. We are excited by the next phase of development which will make it possible to stream through smart speakers and via car dashboard players.
- While the aftermath of COVID prevented CBAA from holding our annual conference in the financial year, we continued to provide opportunities for interaction and education of members through webinars, and regular online networking events. This year we released our Member and Stakeholder Engagement Framework which sets out our plan and approach to engaging with members and stakeholders.



Resilience is a quality that we've embodied and that we aim to foster in others.

- We continued to focus on increasing and diversifying our revenue streams and were successful with several significant grants received from both government and philanthropic funders. In addition to support from the Community Broadcasting Foundation, we received philanthropic support from The Judith Neilson Institute for Journalism and Ideas, The Paul Ramsay Foundation, Monash University, The Minderoo Foundation, Creative Victoria, the eSafety Commissioner and the Federal Department of Health.
- We facilitated the launch of LINA, the Local and Independent News Association. LINA is an association which aims to enhance the education of producers of local news and to promote the emerging local news sector. CBAA and LINA will build on synergies between hyperlocal news producers and community broadcasters.



- We have continued to build the sector's digital radio capacity. This year an additional service commenced in Brisbane and planning was well underway for the launch of DAB+ in the Gold Coast. We also commenced a major rebuild of the sector's ageing DAB+ internal broadcast infrastructure to bring it up to modern standards.
- During the financial year, external economic factors, particularly inflation, provided a more difficult economic environment for the organisation. Notwithstanding, we were able to achieve a modest surplus of \$115,000.
- The Board considers Sector
 Leadership to be a critical part
 of CBAA's mission. Our activity
 in 2021-22 centred around the
 delivery of a strategy to profile
 community radio and raise
 awareness of the value and needs
 of the sector with all political



parties in the lead up to the 2022 Federal Election. This activity helped to deliver both outcomes for by improving the policy environment and funding levels.

It's a privilege to lead CBAA through this defining time. Reflecting on this year past is a fantastic opportunity to thank everyone involved in the CBAA's activities. Thank you to our dedicated staff, the Community Broadcasting Foundation and other sector organisations, the Department of Infrastructure, Transport, Regional Development, Communications and the Arts, and our partners, funders and sponsors.

We are especially grateful to our loyal and engaged members for their ongoing support and confidence.

We look forward to continuing to work together to build strong and successful community broadcasters.



Jacquie Riddell
CBAA President



Jon Bisset
CBAA Chief Executive Officer







We're building strong foundations for a resilient sector

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MEMBERS







OVERALL MEMBER NET **PROMOTER SCORE**

72% of STATION MANAGERS AGREE THE CBAA UNDERSTANDS THE NEEDS OF THEIR STATION







LEADING FOR PURPOSE

We collaborate with stations and stakeholders to set the strategic agenda for the sector to deliver on its purpose for the audience it serves.



AMPLIFYING CONTENT

We provide a content hub for stations, giving them access to content they would otherwise not have access to - community education, Australian music, the sector's flagship content and news.



CONNECTING AUDIENCES

We help community radio stations build their communities and be available in the places that listeners expect - live and on-demand.

STRONG AND SUCCESSFUL COMMUNITY BROADCASTERS

ADVOCATING FOR A STRONG FUTURE

We advocate for funding, regulation and legislation that enables a strong future for the sector. We understand future trends so that we can equip the sector with insights and stories to help them adapt and thrive.

CHAMPIONING COMMUNITY BROADCASTING

We champion the community broadcasting movement by building awareness of the sector, and broadening understanding and appreciation.

BUILDING **CAPABILITY**

We build capability of members by providing support, advice, tools and resources, and connecting and engaging the membership network.



EVIDENCE BASED DECISIONS

A robust evidence base supports a sophisticated understanding of community broadcasting and community media.

COLLABORATION

Partnerships are created, resources shared, and information and support given to maximise the impact and sustainability of community radio.

GOVERNANCE

Effective governance ensures organisational sustainability and that risks are appropriately managed.

CULTURE & COMMUNITY

A positive and inclusive experience that inspires our people to deeply engage to deliver our purpose.



Leading for Purpose

We collaborate
with stations and
stakeholders to set
the strategic agenda
for the sector to deliver
on its purpose for the
audiences it serves.

CHAMPIONING DIVERSITY& INCLUSION

SECTOR STAFF



SECTOR VOLUNTEERS





52% OF COMMUNITY RADIO NETWORK PROGRAMMING IS EITHER PRESENTED OR CO-PRESENTED BY WOMEN OR GENDER DIVERSE PEOPLE.

HOW WE'RE HELPING



Evidence-based decisions

Focus on outcomes & accountability will only continue to grow.

CBAA has always collected significant amounts of data to support the Community Radio sector. As the media landscape has changed, so has the volume and complexity of data needs We know data and insights are key to telling the story of just how important and impactful Community Radio is for the Australian Community.

To continue to support strategic decision making and evaluation in our organisation and the sector, we have significantly increased investment in our data and insights capability.

The focus for the first 18 months has been on building a solid foundation, defining what matters to measure and improving existing assets:

- Community Radio Listener Survey
- Station manager survey
- Participation survey
- IAB standard online measurement
- Product user surveys
- Station financials

We are now moving to build new data infrastructure to join our data sets and deliver best practice reporting and insight for the sector.



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Culture and Community

Paramount to the CBAA's purpose is building equity, access, inclusion and diversity for community broadcasters in Australia.

Our purpose drives the CBAA's commitment to:

- Achieve our strategic goals
- Maximise member value
- Deliver long-term advantages to the organisation and members

From a wider sector perspective, the CBAA continues to:

- Open conversations and build understanding of equity, access, inclusion and diversity throughout the sector
- Develop tools to build effective equity, access, inclusion and diversity practices across the sector
- Encourage members to address existing inequalities within their organisations and in the communities they serve
- Cultivate a sector that is resilient, adaptable, and able to withstand change

CBAA led a comprehensive Participation Survey in 2021/22 to help us better understand our sector's volunteers, workers, CBAA staff and board diversity. The data from the survey results are integral to developing the Diversity, Inclusion, Equity and Access Framework (the Framework) that began in 2021. The Framework has two parts – one focused on CBAA as an organisation, and one on a roadmap for the sector.

We strengthened our Community Radio Network (CRN) gender diversity programming targets. In addition, CBAA recognised First Nations people within the CBAA office, formalised acknowledgements in staff email signatures and as introductions to meetings. We have increased the frequency of recognising and celebrating diversity across the community through our social media communications.

Increasing collaboration

The needs of our members drive our activity every day.

The needs of our members drive our activity every day. We are working continually to improve our engagement with members and other stakeholders including stations, listeners, sector bodies, Government, and funding partners.

Engagement and collaboration take place in various forms and with various stakeholders including stations, listeners, sector bodies, Government and funding partners.

- In FY22 we released our Member and Stakeholder Engagement Framework.
- We continue to convene the Community Broadcasting Sector Roundtable twice annually.
- In FY23 we will launch the CBAA
 Online Community space to
 enable greater collaboration
 with members and between
 members.





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STAKEHOLDER ENGAGEMENT FRAMEWORK

DATA AND INSIGHTS – UNDERTAKING RESEARCH, COLLECTING AND ANALYSING EVIDENCE AND FEEDBACK UNDERPINS EVERYTHING WE DO.

This includes discussions with members and stakeholders (phone, email, events); our research streams (with members, listeners, participants and product users); academic collaboration; literature reviews; and analysing evidence (e.g., Salesforce data, CBF grants data, ACMA data).

We also publish key findings to share with our members and stakeholders

STRUCTURED FORMS OF REGULAR ENGAGEMENT

- Bi-annual Sector Roundtable and CEO working group.
- Advisory Groups.
- CBAA Conference, AGM and Open Forum, Youth Forum, Women and Gender Diverse Peoples' Forum.

EXTERNAL STAKEHOLDER ENGAGEMENT

- Member of industry planning groups/ committees e.g. technical committees, Australia's Right to Know Coalition, Community Council of Australia.
- Meetings and correspondence with Government, Departments and regulators.
- · Consultation on specific issues.

CBAA BOARD AND MANAGEMENT

ACTION

WHAT'S NEXT? In 2022/23 we will work with the sector to establish a Sector Roadmap setting common goals for sector development and a pathway to achieving them within a ten-year horizon. This work will be led jointly by the CBAA and CBF in broad consultation with the sector.

The Roadmap aims to be a galvanising force for the sector that identifies, articulates and contextualises the sector's values and beliefs and how we can maintain our relevance and build our impact in the community into the future.

SECTOR ROUNDTABLE

As the national peak body for community broadcasting, CBAA convened the Community Broadcasting Sector Roundtable to liaise with the six community broadcasting peak bodies and the Community Broadcasting Foundation (CBF).

The Roundtable exists to identify and advance issues of mutual interest such as policy positions, funding requirements and advocacy initiatives. As a result, there has been increased collaboration between our organisations.

The diverse perspectives feed into CBAA decision-making, initiative development and strategic priorities.

The Roundtable consists of representatives (both Presidents and CEOs) from:

- Community Broadcasting Association of Australia (CBAA)
- The Australian Community Television Alliance (ACTA)
- Christian Media & Arts Australia (CMAA)

- First Nations Media Australia (FNMA)
- The National Ethnic and Multicultural Broadcasters' Council (NEMBC)
- RPH Australia (RPHA), and
- The Community Broadcasting Foundation (CBF)
- The Community Media Training Organisation was invited in 2021/22 as a guest



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RPHA

RPH Australia will be managed by the CBAA until 2024, with Jon Bisset being the CEO for both organisations supported by two key RPH personnel – a Project Director and a Project Support Officer. Each organisation remains governed by a separate board of directors.



RPHA has been working towards a number of initiatives:

- Following a successful workshop with RPH stations in May 2022, it was agreed that the sector would undertake a joint fundraising initiative with a view to launching the initiative in early 2023.
- RPHA is working to launch the Disability
 Media Project, a disability themed and led media brand and platform that creates a voice for people with disability and leads to increased opportunities for RPH stations to collaborate, broaden their audience and derive new opportunities for partnerships and revenue.
- Part of RPHA's work plan includes supporting Spots and Space on an ongoing basis to increase sponsorship revenue for RPH stations.



Spots and Space

Spots and Space is a social enterprise that creates impact by growing Government and non-government advertising for community radio stations. Distributions to community broadcasters doubled in 2021/22.

CBAA is a shareholder of Spots and Space and endorses them as Community Radio's Media Sales representatives.

Collaboration between CBAA and Spots & Space has grown significantly this year strengthening their purpose of representing and advocating for Community Radio in search of state and national sponsorship campaigns. As Spots & Space presents a collective buying opportunity for advertisers and agencies, they provide community radio access to national campaigns that would be extremely challenging for many stations to attain on their own.



In 2022/23, we'll be working together to explore opportunities to grow revenues for community radio stations, both through government and nongovernment pathways.

Fostering local news ecosystems

In 2021/22, CBAA supported the establishment of a new community media association - the Local & Independent News Association (LINA) - to strengthen news services available to communities across Australia. An independent board was formed and the core functionality of the Association established.

LINA's first Executive Director was recruited to commence in 2022/23 and membership opened in September 2022. CBAA is providing administrative and leadership support to LINA during its foundation stages and looks forward to building collaboration across hyperlocal newsrooms in online and on-air spaces.



Claire Stuchbery, Executive Director LINA

Claire Stuchbery was recruited to lead LINA as the organisation's inaugural Executive Director.
Claire brings over 20 years' experience to the role from a career in media policy, stakeholder engagement, policy development and communications.

Claire's early career included work with street press publications, and she has since developed her deep and broad knowledge of the community media sector working with the Community Broadcasting Foundation, 4PeopleMedia media agency and PBS FM in Melbourne. Claire has contributed to the sector as a volunteer producer, broadcaster and Director across a number of community radio stations.

Prior to joining LINA, Claire led Policy and Stakeholder engagement for First Nations Media Australia, the peak national body for First Nations media and communications. Claire looks forward to bringing her expertise in grassroots media and revenue development to grow LINA's membership and support hyperlocal and independent news publishers to play an expanding and important role in the Australian media landscape.

OUR SERVICESMUSIC CONTENT & NEWS





Amplifying Content

We provide a content hub for stations, giving them access to content they would otherwise not have access to – community education, Australian music, the sector's flagship content and news.

105 PROGRAMS ON THE COMMUNITY RADIO NETWORK EVERY WEEK

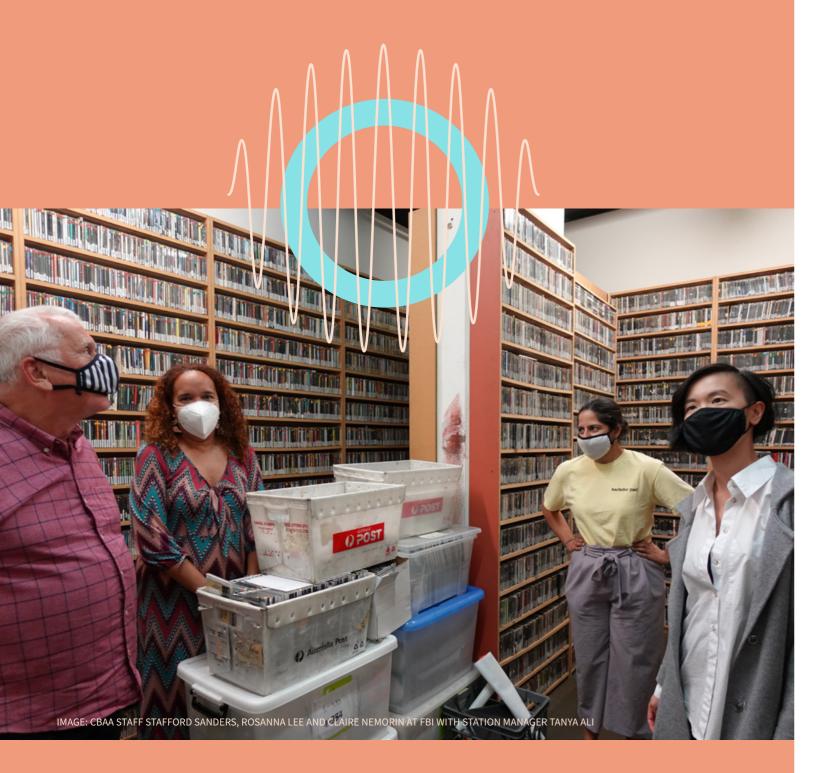




149 SUBSCRIBERS
TO COMMUNITY RADIO NETWORK







AMRAP

CBAA's Australian Music Radio Airplay Project (Amrap) assists broadcasters to play homegrown music by distributing and promoting Australian music to community radio stations.

In 2021/22, we continued to expand Amrap's reach by producing new projects that enhance the initiative's objectives.

WEBSITE

The Amrap website makes a diverse array of Australian music accessible to community radio stations and broadcasters. In 2021/22, new enhancements were launched, making it easier for broadcasters to directly contact artists and build relationships. A suite of instructional videos was also launched to assist users of the website.

APRA AMCOS SESSIONS

In the first half of 2022, CBAA participated in two APRA AMCOS sessions providing advice to new Australian musicians, designed to assist them to navigate the various pathways of the music industry.

ABC RADIO APPEARANCES

Amrap team members made various appearances on ABC radio to promote Australian music and the work community radio does on behalf of Australian music.

AUSTRALIAN MUSIC IS BLOODY GREAT

The Australian Music Is Bloody Great radio program, distributed through the Community Radio Network, was created in 2020 to promote Australian artists during the pandemic and continues to maintain a strong emphasis on showcasing diversity of representation.

The program has featured First
Nations artists such as King Stingray,
Emma Donovan, and Budjerah as
well as gender-diverse artists such as
HANDSOME. Stylistically, the program
has spanned a breadth of Australian
artists from country artists such as
Amber Lawrence to electronic artists
such as Close Counters.

AMRAP RADIO SHOW

This show has also broadened its scope, shifting from an exclusive focus on the Amrap chart to developing new themed segments that help sustain diversity.

AMRAP AND KCRW: GLOBAL BEAT AUSTRALIA

In February 2022, we partnered with influential Los Angeles' radio station KCRW, to create *Global Beat: Australia*. Funded by the Federal Department of Foreign Affairs and Trade, *Global Beat: Australia* presented 32 radio and online episodes on Australian music to reflect the breadth and diversity of community radio sector programming to the world.

Nearly 100 artists were presented, promoting community radio's strength in presenting emerging, grassroots culture from modern Australian society.

The initiative broadened our industry reach and uptake of offerings. The Amrap brand and profile grew on social media and highlighted the importance of community radio to the media industry and listening public.

CREATIVE VICTORIA: ON THE ROAD AGAIN

In 2022, we partnered with Creative Victoria for their *On the Road Again* initiative. The initiative ran five live concerts produced by stations that featured a range of local and established acts in regional and outer suburban areas.

To produce live performances and generate new revenue streams, the project upskilled regional stations to connect with their local communities. It provided opportunities for audiences and artists to broaden their reach to diverse and underrepresented communities. The partnership created paid opportunities for over 40 artists, venues, hotels, sound operators, designers and photographers. Work commenced in July 2022 on a metropolitan version with eight Melbourne community stations and will continue until March 2023.

INDIE-CON AUSTRALIA

In August 2021, CBAA attended Indie-Con, an established conference for independent artists. CBAA ran an Australian music panel to promote the value of community radio.



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TONE DEAF

Our collaboration with popular music publication *Tone Deaf* sees a fortnightly article produced by community radio music directors and presenters from around the country. The article highlights music selections that are receiving strong airplay from stations. Each article speaks to our undertakings on behalf of community radio and Australian music and all features are linked back to the Amrap website. A weekly themed editorial focussing on an aspect of Australian music is published on site.

FIRST SOUNDS: SUPPORTING NEW AND EMERGING FIRST NATIONS ARTISTS

First Sounds continued for a third year in 2022, with CBAA transferring the project management lead to First Nations Media Australia.

First Sounds has also grown in scope to support a documentary series of the same name to be broadcast by NITV. Four documentaries were produced as part of the 2021 version of First Sounds, in lieu of mentoring sessions that could not take place due to the pandemic.

Six compilation volumes have been distributed digitally and on CD across the country to community stations and presenters. The volumes feature 72 carefully curated songs selected by a panel of Aboriginal and Torres Strait Islander music industry leaders. Through First Sounds, many artists receive airplay for the first time or increase airplay on community radio by up to 40 times.

R&B artist Mi-kaisha, whose opening track Brand New features on *First Sounds Vol.8*, speaks about the track selection for the album:



Community radio's commitment to new, emerging, and diverse Australian music is showcased at BIGSOUND 2022, Australia's premier music industry conference, through a range of activities including;

- the inaugural BIGSOUND Community Radio live music showcase featuring a diversity of live acts from around Australia
- Amrap Listening Sessions with artists and music directors from around the country
- BIGSOUND's industry meetups
- First Nations Yarning Session
- Radio a community radio open day event featuring live music broadcasts and music presenters from stations around the country in partnership with Brisbane station 4ZZZ

It's always such an honour to be part of projects by our Mob, for our Mob. It just makes me feel so proud of what our communities have built, the empires and the cultures that we are responsible for! I make music for my people and my community and to know that my music will reach more Mob through First Sounds VOL.8 is so exciting to me.



Ian Powne, Programming Coordinator at 4ZZZ

For Ian Powne, Programming
Coordinator at 4ZZZ, Amrap provides
a valuable and simple service by
creating great connectivity between
artists and broadcasters. He uses
Amrap for his own show, Brighten the
Corners and is encouraged by Amrap's
value to artists. For a programmer, it
enables visibility over a broad variety
of Australian music.

"As a programming coordinator, I'm always interested to see which artists are getting played and Amrap's airplay search function allows me to find artists and see their traction.



Community broadcasting is a precious commodity for volunteers and a great learning space. Amrap connects us.

I'm encouraged that all artists have autonomy and when an artist gets played a lot, it's meaningful."

Ian uses Amrap to see how much a particular artist is being played around Australia. This makes it possible to discover airplay and trends across the community – which Ian finds exciting. Amrap also increases reliability and connectivity.

"We reply though Amrap to log playlists, and knowing that Amrap is connected with APRA is great for 4ZZZ. The older airplay audits didn't collect a visible picture of airplay. Now airplay searches give you a nice read of music distribution. Amrap is also accountable - if you fill it out correctly, the rest takes care of itself. It's a great reassurance that artists are being looked after and getting paid'.

But Amrap is bigger than just a website. Collaborations between Amrap and stations like 4ZZZ for special broadcasts provide great networking and industry opportunities.

As a broadcaster, Ian also celebrates that interest in community



and broadcasting from younger generations is growing.

"Youth involvement in community stations feels like something, and I'm hopeful. Community broadcasting is a precious commodity for volunteers and a great learning space. Amrap connects us."



Kate Dillon, Full Flower Moon Band

Brisbane based Kate Dillon is the lead singer of Full Flower Moon Band, which she has run for eight years. The band recently placed on the Amrap charts.

Since finding the Amrap platform,
Kate can see the airplay traction her
band makes across stations. Before,
Kate would look up each individual
station to see if her music was
being played. "It wasn't an accurate
method, and it wasn't a helpful way to
see your own traction", Kate says. As a
busy artist, Amrap does the work for
her: she can see who is playing her
music and how often.

"It also gives me extra content to talk about or publish. Playing on the radio charts are of extra value publicity wise but also emotionally".

Kate is grateful she does not just have to rely on self-generated content and statistics to show the band's reach:

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Community radio has extra credibility because it's your community and you can't fake those statistics.

"Community radio has extra credibility because it's your community and you can't fake those statistics."

Amrap also provides visibility between artists, giving Kate the ability to see other artists committed to their music and community. "As an artist on Amrap, you need to be engaged to place on the Amrap chart. Through it you are able to see other artists in the national scene."

In addition to community connections and public relations perks, Amrap showcases the differentiation of genres across Australia and airplay traction. It also connects her to other forms



of media like podcasts, articles and events under the Amrap banner.

For Kate, "if you are doing well as a musician and you're not on Amrap, that's a pretty big mistake".

Community Radio Network

The Community Radio Network (CRN) is CBAA's distribution service. It uses multiple platforms to assist community radio stations share and broadcast the sector's best programs and content.

Each week through CRN we distribute and showcase specialist talk and music programs supplied by CBAA members, non-member stations, and independent producers.

We help supplement and enhance subscribing stations' local programming. Much of the curated programming is beyond the resource capacity for a typical community station, making the service particularly popular for regional and rural services with limited volunteer program makers.

QUALITY NATIONAL AND FLAGSHIP SECTOR PROGRAMMING

Programming has a focus on high-quality talk content.

- The Wire is a daily current affairs program, which is jointly produced by 2SER and 4EB with contributions from producers across the sector, including National Radio News Political Reporter in the Canberra press gallery.
- Good Morning Country is our most popular program – a live country music breakfast show.
- We also distribute National Radio News, produced by the CBAA in partnership with Charles Sturt University.



WHAT'S NEXT?

A recapitalisation project on CRN infrastructure has now been approved for delivery in two phases from 2023. Digital Delivery Network rollout will continue into 2023, and onboarding of program makers is almost complete, with only a small number outstanding.

The new system provides a vast improvement in performance and ease of use over the old system. We have a dedicated team that strives for continuous stability of the network and supports both program makers and subscribing stations, managing queries and offering advice on programs, technical issues, or content/editorial questions for their own programs.

There has been a steady increase in CRN subscription over past 12 months, with 149 stations as the end of 2021/22.

Funding was secured for the CBAA to produce From the Embers 2. This series was supported by The Judith Neilson Institute for Journalism and Ideas, The Paul Ramsay Foundation, Monash University's Fire to Flourish program and The Minderoo Foundation Fire and Flood Resilience Initiative.

CBAA values our partnership with these philanthropic organisations that are committed to supporting communities to tell their stories with the intent to generate social change.



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COMMUNITY EDUCATION, CONTENT PROJECTS & INNOVATIVE SOLUTIONS & SPECIALIST SOLUTIONS

A large focus of the Community
Radio Network is making content
available on topics that are essential
to their community, such as mental
health resources, information on
social issues, health information etc.
Community Radio Network partners
with sponsors and collaborators
across the country to create and
distribute such content including:

- National Features and
 Documentary Series (NFDS): a
 training project where each year
 eight new producers' pitches are
 selected for development and
 paid industry rates to tell their
 story through a highly crafted
 narrative feature. CBAA'S partner,
 the Community Media Training
 Organisation (CMTO), is funded
 by CBAA to provide training and
 mentoring.
- Suicide Prevention Project and other community collaborations are some of the partnerships delivering community content between the CBAA and organisations including: Organ and Tissue Authority, Law and Justice Foundation of NSW, Alzheimers' Australia, The Heart Foundation, The Royal Life Saving Society, The NSW Environmental Trust and The Australian Government Department of Health and Aging.

In 2021/22, the CRN began broadcasting live special event content for the first time since the COVID pandemic broke out. This started with the 2022 Tamworth Country Music Festival and the return of the live coverage of the Golden Guitar Awards.

The Community Radio Network, in collaboration with the team at Junction Journalism and National Radio News, broadcast the 2022 Federal Election live on the CRN on the night of 21 May 2022.

The scale of the broadcast and the collaboration with the team and resources from Junction Journalism again highlight the impact programming like this has for subscriber stations as it would be very difficult for stations to produce this sort of content on their own.



LET'S TALK

Triple A Murri Country's flagship program *Let's Talk* delivers one of the longest running indigenous current affairs programs.

Distributing the program to the community radio network subscriber base, has been a long-

term ambition of the Community Radio Network team and was realised in May 2022. Being able to provide high quality First Nations content produced by Triple A Murri Country is such an asset to our service and great for the indigenous stations that make up our network.

HOME GROWN

program began in its current form on the community radio network as a summer special during December 2021 and January 2022, and since February has become

a regular fixture on the CRN programming grid. The show elevates independent Australiar musicians and allows them to share their craft with a national audience.



News & Journalism

NATIONAL RADIO NEWS

At the end of 2021/22, National Radio News celebrated 25 years of providing independent news to communities nation-wide.

The first broadcast was on 13 March 1997 and the service was officially

launched by broadcaster George Negus on 16 July 1997.

This quarter-century milestone affirms the wisdom of the decision to deliver a central national and international news bulletin subscription service.

With one of the most concentrated media industries in the democratic world – and the regular closure of newsrooms continuing to reduce the diversity of available news content – NRN is more important than ever.

Our goal is for more underserved Australian communities to be engaged with quality news & information.

We are strengthening the news and information ecosystem through:

- Facilitating and developing collaboration between news producing stations and other contributors
- Producing National Radio News
- Building Station resilience and capability so more stations can contribute to the ecosystem
- Pursuing partnerships to grow funding to deliver impact
- Measuring, evaluating and sharing our evidence and insights

KEY INITIATIVES INCLUDE:

- A continued investment in our partnership with Charles Sturt University to produce high-quality, accessible national and state-based news, via the sector's flagship news service National Radio News.
- Facilitating increased collaboration between stations and organisations with newsrooms or producing public interest journalism through a Community Radio News Network.
- 3. Building local journalistic capacity by helping stations build business models to support local news and by supporting stations to develop curated news bulletins for their listeners via the Build a Bulletin service increasing the number of local voices providing news content.

NRN has been an invaluable investment, with a strong focus on supporting regional stations based in the regional city of Bathurst at Charles Sturt University.

94 stations are subscribed to National Radio News in 2021/22, supporting the service to reach 1.69 million weekly listeners, and exceeding our original target of 1.25 million.



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Training of journalists has ensured that the well-established team at NRN are delivering high quality, timely and relevant news bulletins.

84 national and 25 state based bulletins were produced and delivered weekly through the newsroom.

NRN Political Reporter Amanda Copp continues to build the

profile of community radio within Parliament and the political press gallery and her increasing visibility, supported by appearances on ABC Insiders, enhances the legitimacy of community radio political reporting and the credibility of community radio and NRN bulletins.

Our focus in 2022/23 will be on strengthening engagement with stations, clearly defining the benefits of local news to their communities

and working with stations building newsrooms - creating a greater capacity for content sharing. Partnership opportunities will also be priorities for the year ahead.

Embedding the legitimacy of community radio as a news provider within the media industry will continue as we identify more opportunities to profile the NRN team within the press gallery.

CASE **STUDY**

AMANDA COPP: ELECTION CAMPAIGN REPORTING

The 2022 Federal Election was an important opportunity for National Radio News to support community broadcasters with quality, independent national news reporting.

Political Reporter Amanda Copp covered the Federal Election and joined major parties on the campaign trail as a member of the media pack accompanying the Prime Minister, Leader of the Nationals and then Opposition Leader the Hon Anthony Albanese, travelling from Launceston to Cairns and to dozens of cities and regional centres in between.

"This is the first time I have travelled on the media buses during an election campaign around the country's marginal electorates," said Amanda.

"Each day was packed with visits to businesses, factories, sports halls, and charities. The travelling media pack that follows both political leaders around Australia includes journalists, photographers, and cameramen from all the major TV networks, newspapers, and radio stations. We were chaperoned by the Leaders' media staff to mystery locations that often remained unknown until moments before arrival and we filed our stories on gutters in car parks or while staving off motion sickness on never-ending bus rides."

Between the stage-managed press events. Amanda spent time connecting with communities across the country to hear their concerns relating to government policies and understand what is most important to them.

Amanda filed 167 stories during the marathon, six-week campaign.



Amanda filed 167 stories during the marathon, six-week campaign.

CASE STUDY

NATIONAL RADIO NEWS

A key journalism career pathway

Emily Minney is a former National Radio News' (NRN) cadet and a rising sta

in the world of journalism, having graduated from Charles Sturt University (CSU) with a Bachelor of Communication in 2021.

The chance to play a key role in this year's federal election coverage wouldn't exist if I hadn't been offered a student cadetship at National Radio News.

- EMILY MINNEY

COMMUNITY RADIO COLLABORATIVE NEWS NETWORK

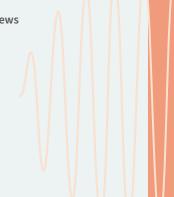
The growth in the collaborative news network continued across 2021/22, with 11 organisations contributing. These organisations have multiple contributors and there is a strong First Nations representation within the collaborative group.

CBAA continues to engage with stations who have interested producers who could add local voices. CBAA has created a database of potential correspondents for both the news network and/or The Wire through engaging stations which are starting to establish newsrooms.

CBAA is working to link newsrooms in the sector so they can share and distribute content. Progress has been made with more stations now connected through Newsboss, Burli Newsroom or Build a Bulletin. This functions as a wires service, freeing up local journalists to concentrate on local stories.

CONTRIBUTORS INCLUDE:

- 1. National Indigenous Radio Service (NIRS)
- 2. First Nations Media Australia (FNMA) **Community Reporter Team**
- 3. 4EB
- 4. 4ZZZ
- 5. 2UNE
- 6. RTR 7. 2SER
- 8. Hope Media
- 9. Curtin FM
- 10. Ngaarda Media
- 11. National Radio News



Connecting Audiences

We help community radio stations build their communities and be available in the places that listeners expect – live and on-demand, and on a free-to-air basis.



HOW PEOPLE LISTEN

89% OF COMMUNITY RADIO LISTENERS LISTEN VIA FM/AM/DAB+



19% OF COMMUNITY RADIO LISTENERS
LISTEN VIA LIVE STREAM AND ON-DEMAND

33% OF ALL RADIO LISTENERS USE DAB+ DIGITAL RADIO



57+ LIVE FREE-TO-AIR DAB+ DIGITAL RADIO SERVICES



45
STATIONS USE OUR
RADIO WEBSITE
SOLUTION



64
STATIONS USE OUR
STREAMING
SOLUTION



36
STATIONS USE OUR
PODCAST &
ON-DEMAND SOLUTION

HOW WE'RE HELPING



Digital Radio Project (DRP)

DAB+ services are currently available to close to 70% of the Australian population across 8 capital cities, and with regional extension underway.

The CBAA's Digital Radio Project (DRP) facilitates access to digital transmission for community broadcasters, supported through Federal Government funding designed to ensure community services have access to the digital radio platform and on a basis affordable to community broadcasters.

CBAA DRP acts as a single point of national coordination for the planning, infrastructure provision, implementation and operation of freeto-air DAB+ services for designated community radio licensees. It provides technical support, manages a national IP network, platform infrastructure, transmission arrangements and data systems.

CBAA has worked to ensure all eligible community licensees in radio license areas where digital radio services are available are provided with access to the digital broadcast platform and are broadcasting DAB+ services.

57 fulltime free-to-air DAB+ digital radio services are currently broadcast by 50 designated community radio licensees across Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Darwin and Hobart. There are also additional temporary DAB+ services broadcast by several licensees. All current DAB+ community services are providing service and program information for listeners.

This year an additional service was added in Brisbane, with further regional planning and final implementation work for DAB+

CBAA DRP acts as a single point of national coordination for the planning, infrastructure provision, implementation and operation of free-to-air DAB+ services for designated community radio licensees.

community services in the Gold Coast with services to commence on air in first quarter of 2022/23 for three eligible community licensees; 4CAB Juice Media, 4CRB and 4MET Radio

Work has progressed on a smallscale transmission in parts of Sydney to test solutions for extra capacity for community broadcasters and establish a pathway for digital transmission of sub-metropolitan services under or alongside the existing digital radio broadcast framework. Community stations 2RPH, 2RES Eastside and 2RSR Skid Row have agreed to participation in the trial. The transmission facility is negotiated; linking, encoding and multiplexing systems are under implementation. Spectrum channel options, coverage and interference assessments have been undertaken. Listener and coverage research approaches are currently being developed along with strategic work in relation to a proposal to be submitted to the ACMA for licensing.

In 2021/22 ongoing multiplex systems and network upgrades were undertaken to enhance and refresh metropolitan digital transmission platform infrastructure and service delivery. This work includes service ID management, metropolitan transmitter replacement, infill

transmission improvements including road tunnels, and upgrade work for Brisbane transmission infrastructure. This work has occurred in conjunction with the JVC transmission multiplex licensees, facility providers and other stakeholders. Encoder and linking upgrades for station-end equipment for all metropolitan services has continued incrementally throughout the year, and in coordination with multiplex and transmission systems operation and upgrades.

WHAT'S **NEXT?**

In addition to ongoing service support for current community DAB+ services, there is increased focus on capacity improvements for metropolitan services including adjacent metropolitan locations and regional extension of digital radio. Service planning and infrastructure provision will continue in 2022/23, with immediate term work relating to deeming determinations.

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ONLINE SOLUTIONS

Community radio stations are now more than just broadcasters: they're multimedia organisations, broadcasting on AM/FM, DAB+ where available, as well as distributing their content online across multiple platforms.

We help our stations meet the needs of their listeners through our online solutions, including:

- Radio website solutions
- Audio streaming solutions
- Podcasting, catch-up and on-demand solutions
- Our one-stop listening app: Community Radio Plus
- Amrap Pages; and
- · Collecting station meta-data to futureproof our sector for new technologies (e.g., smart speaker integrations).

RADIO WEBSITE SERVICES

A community radio station's website is an essential part of its service. CBAA supports community radio stations by offering modern, affordable and easy to manage websites that can be implemented on average in six to eight weeks.

Enabling smooth integration with our podcasting, on-demand, and Amrap Page solutions, the websites streamline station efforts and deliver the best content for their listeners. 45 stations are currently using Radio Website Solutions.

Our best practice online donation and membership forms and listener email database integrations also help stations generate income.

This year we began delivering *The Wire*, a new service providing stations with 3 news and current affairs stories a day, 5 days a week, automatically published to their website. Containing both audio and text, the stories are produced by 2SER and 4EB and help build audience engagement by providing station home pages with fresh daily content.



3ZZZ Melbourne is one of Australia's largest multicultural community radio stations, broadcasting 100 programs from 60 language/community groups, with the help of 400 volunteers. Their old website had become dated and impractical with content only able to be updated by the web developers.

A more modern website was needed to better communicate with its listeners, and the solution needed to be simple and quick to implement. After reviewing options, the station saw value and quality in CBAA's Radio Website Services.

Station Manager Jon King says, "There was no way we would get anything done as quickly, cheaply and simply elsewhere."

As it turned out, the old website developed critical issues close to a weekend and on the Saturday morning they reached out to the team at CBAA for urgent help to ensure audiences wouldn't lose online access. By Monday, the station had a new "Minimum Viable Product" website delivered by CBAA, which then was able to be easily developed and updated. Having previously used multiple vendors for streaming, website hosting, podcasting etc, the station could now streamline how it managed these services.

The new platform has opened up opportunities for presenters who previously used their own podcasting systems, some of

which required manual processing (such as having to record via a USB during a live program) and had limited platform access. Broadcasters can now easily podcast programs without music or particular interviews or segments, giving listeners the ability to source the content they want, on all the platforms they choose. The station is developing training to upskill broadcasters and will soon be hiring a podcast co-ordinator to help showcase multicultural storytelling and community resilience.

With access to better analytics, the station can also more fully understand its audiences.

For example, while the popular Malayalam program broadcasts at 1pm, since changing to Omny Studio, it can now see that many devices are tuning in around dinner time.

Jon King says "Andrew and the team were so professional in getting our new website up so quickly and we really appreciate all the ongoing support from Claire. We're so happy to be a CBAA member and have access to that level of support".

We're so happy to be a CBAA member and have access to that level of support.

- JON KING, STATION MANAGER





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Audio streaming, podcasting & on-demand

Through our partnership with Triton Digital and Omny Studio, CBAA provides stations with affordable access to high-quality audio streaming and a platform for podcast and catch-up and on-demand audio.

This grows online listening and integrates with our other solutions like Community Radio Plus and smart speakers, ensuring our stations remain relevant into the future. We also continue to distribute audio encoding packages to stations with no or old streaming capability and stations with low revenue. This is enabled by a Community Broadcasting Foundation Station Infrastructure grant.

COMMUNITY RADIO PLUS

CBAA's one-stop-shop for the community sector, Community Radio Plus was successfully launched in March this year.

It's a significant achievement, making rich and diverse content from the sector available to listeners online, live and on-demand, no matter where they live, and allowing them to explore and discover new favourite stations, podcasts and news.

96% of community radio station streams are currently published on

The home of community radio

The app is build onlin

Latest episodes

The Androped spots is abrorated issencer in a review and error. In the spots is abrorated is abrorated in a review and error. In the spots is abrorated in a review and error. In the spots is abrorated in a review and error. In the spots is abrorated in a review and error. In the spots is abrorated in a review and error. In the spots is abrorated in a review and error. In the spots is abrorated in a review and error. In the spots is a review and error. In the s

Community Radio Plus, slightly exceeding our 95% target, and we continue to work with stations to bring this closer to 100%.

The release of this first version was built on the foundation of significant investment in infrastructure, ensuring over 350 station services were stored in CBAA's Metadata database and interfaces were in place to connect this data to all platforms and devices. This work means we will be able to update the app and enhance user experience by integrating with smart speakers like Sonos, Google and Amazon Alexa, having already undertaken significant testing with

The app is enabling stations to build online audiences and, in the

future, will provide opportunities to help maximise their sponsorship revenue by giving them access to more detailed listener analytics. We are continuing to add stations' live dynamic data to enable Now Playing information, and are working towards integrating station program guides into the app. To build uptake of the Community Radio Plus, we briefed stations and provided them with marketing materials to help promote it to their listeners.

WHAT'S NEXT?

By the last quarter of 2022, we will have Community Radio Plus on the Sonos Music Service app. Amazon Alexa users will soon find it easier to ask Alexa to find their favourite community stations, podcasts and news.

Listeners will also be able to enjoy the Community Radio Plus app though their car dashboard using Apple CarPlay and Android Auto.





3CR, based in Melbourne, broadcasts over 100 weekly programs representing a diverse range of communities. The station's broadcasters are First Nations community leaders, unionists, disability activists, housing and transport activists, and environmentalists, representing hundreds of local community campaigns and global solidarity movements.

For 3CR, the Community Radio Plus app has created an exciting opportunity to make all of its programs easily accessible to listeners with a single click through a phone - the one device most people carry around.





It's great to be on an app with other community stations, giving listeners the sense that we are part of a huge sector in the Australian media.

- JULIET FOX, 3CR



"The Community
Radio Plus app works
well as a central spot
to send people to
find us, and its cool
functionality allows
anyone to find the local
radio in a region they're
visiting or to listen to what
they want, regardless of
where they are." - Juliet Fox,
3CR Projects Coordinator.

For a station that often provides live coverage of rallies, the app has added even more value, making sure that people at the back of big crowds no longer need to miss out on the speeches, as they can listen through their phones. The app also makes it easy for staff and volunteers to keep up with what's on the station, wherever they are.

3CR has been actively promoting the app through their social media, website, eNewsletter and on-air.

AMRAP PAGES

Amrap Pages is a simple and efficient tool for program makers to promote and showcase their radio programs, playlists, and featured artists.

They are embedded into station websites and Facebook or used as a standalone site. Program playlists link individually logged tracks to YouTube videos, Wikipedia profiles, Twitter handles and other information to increase musician discoverability.

Radio show playlists provide immense value to presenters, listeners, and musicians and are seen by music industry stakeholders such as APRA AMCOS as a key source of data to assist in their reporting and payment to songwriters.



The ability for Amrap Pages to exchange information between applications, databases, and other computer systems is crucial for community radio and for the Australian music industry.

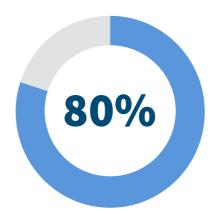
To strengthen this, CBAA will be engaging with current and past users to find out more about how they use Amrap pages.

Based on this research, we will identify the best technology in the marketplace to enable us to develop a new product offering custom audio solutions for stations.

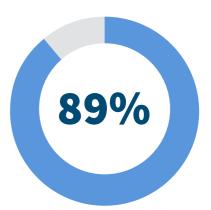
Advocating for a Strong Future

We advocate for funding, regulation and legislation that enables a strong future for the sector. We understand future trends so that we can equip the sector with insights and stories to help them adapt and thrive.

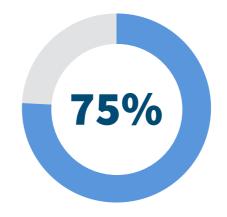
REPRESENTING OUR MEMBERS POLICY AND ADVOCACY



of stations' managers are satisfied with CBAA's efforts representing/advocating to Government



of stations are satisfied with CBAA's COVID-specific advocacy and support



of stations' managers agree that we seek their opinion on issues relevant to the sector



in Federal Government funding delivered to sector in 2021/22 **CBAA** is working closely with Government to:

1

Identify a sustainable funding base to support a vibrant, resilient sector.

2

Modernise the regulatory and legislative environment for community broadcasters.

3

Ensure access to DAB+ digital radio and support broadcast radio service planning.

1 Identify a sustainable funding base to support a vibrant, resilient sector

CBAA secured a pre-election commitment from the ALP for \$12m for community broadcasting and to address a sustainable funding model for the sector.

This commitment will see sector funding maintained at \$20.5m for 2022/23, which is the critical base that enables stations to grow other revenue streams and provides support for essential sector-wide projects like community DAB+ digital radio, national training, online services, and Amrap.

In the lead up to the Federal Election CBAA advocated for an increase in our sector's funding to provide stations with stability in their core operations and technology infrastructure, giving them a strong base from which to innovate and adapt to serve their communities.



CBAA is communicating with the Minister for Communications and the Department of Infrastructure, Transport, Regional Development, Communications and the Arts to help them understand our sector's needs and identify a sustainable funding model for the sector that enables the CBF to meet requests for development and operations.

This will enable stations to build a stable base from which to innovate to serve their communities.



RELATED SUBMISSIONS

2022-2023 Pre-Budget Submission

CBAA requested that our annual allocation be increased from \$20.37m to \$25.37m to upgrade stations ageing technology, create employment opportunities, increase local news reporting capacity and recover from natural disasters and COVID.

Renewing a Vital Indigenous
Voice and Community Asset - The
Indigenous Broadcasting and
Media Sector CBAA stressed the
need for additional funding for First
Nations stations, supported the
CBF's role in delivering grants to
community media, and supported
the report's recommendations
on the need for upgrades to
infrastructure and to upskill
technical personnel.

Australia's regional newspapers

CBAA highlighted the innovation and creativity stations have shown in adapting to the changing needs of their communities and showcases emerging models for hyperlocal news production.

Review of the News Media and Digital Platforms Mandatory
Bargaining Code CBAA prepared a joint submission with First Nations Media Australia and the Local & Independent News Association outlining the challenges to smaller media organisations in utilising the Code.

2022 NSW Flood Inquiry and the Inquiry into the response to major flooding across New South Wales
CBAA has made submissions to the NSW Government on the vital role played by local community broadcasters during the 2022 flooding and other emergencies.

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2022 Federal Election

The community broadcasting sector is funded through the Community Broadcasting Program which maintains our sector's funding at \$20.15m for 2021/22 and \$20.37m for 2022/23. Funding was due to drop back to \$16m in FY24.

Through establishing a strong relationship and clear communication with then-Shadow Minister Rowland's office CBAA was able to demonstrate the positive impact of community broadcasting and to secure a promise of \$12m for community radio (\$4m a year over three years), maintaining the sector's minimum base level of funding at just over \$20m per annum. The Minister for Communications has committed to address a sustainable funding model for the sector.

In the lead up to the election, CBAA met with politicians on all sides

to build support for community broadcasting across the parliament. Meetings were held with the offices of The Hon Michelle Rowland MP, The Hon Paul Fletcher MP, The Hon Ken Wyatt MP, The Hon Bill Shorten MP, Dr Anne Webster MP, Terry Young MP, The Hon Emma McBride MP, Susan Templeman MP, Lisa Chesters MP, Russell Broadbent MP, Bridget Archer MP and The Hon Anthony Byrne MP. We also worked together with stations who advocated with their local representatives behalf of the sector.

CBAA also secured a pre-election commitment from the Greens, who guaranteed future funding for the community broadcasting sector as part of the Greens' policy initiative on strengthening media diversity. The Nationals also promised to ensure funding for community radio to continue to provide a "vitally important service".



In the lead up to the election, CBAA met with politicians on all sides to build support for community broadcasting across the parliament.



Sharing the incredible work of community broadcasters in times of emergency

The last financial year has been extremely tough for many of our stations – and the staff and volunteers that power community radio. Amidst the hardship, community radio has continued to connect, inform, and comfort. Through the 2022 floods, CBAA wrote to MPs and Senators to share stories of community radio stations sharing emergency information, coordinating relief efforts and providing a hub for people in the community to seek and access vital assistance and services.

CBAA made submissions to the NSW Government on the vital role played by local community broadcasters during the floods and other emergencies. The reports released in response to the inquiries strongly recognised the critical role played by community broadcasters during the floods and made recommendations that the NSW Government work with the community

Government work with the community broadcasting sector to identify ways in which community broadcasters could be better supported to provide critical services during natural disasters, with a view to providing the sector with adequate long-term funding.

In the pipeline for 2022 is a publication for the new Government and other stakeholders to call for recognition and support for the vital work of community broadcasters through bushfires, floods, COVID, and other emergencies.

Advocating for community journalism and local news



Local news and public interest journalism are key items on agenda for Government and CBAA is working hard to showcase our sector's contribution to news across Australia. Community radio is a vital source of local news and, in many communities, the only source. Our position is that if community radio stations are funded to be secure in their day-to-day operations, then they are uniquely placed to grow and innovate in the local news space.

CBAA provided a submission to the Inquiry into The Future of Regional Newspapers in a Digital World: Inquiry into Australia's regional newspapers and gave evidence at the Public Hearing in February. We showcased the exciting work which stations like the Torres Strait's 4MW and Outback Radio 2WEB are doing to bring their local newspapers back to life. The Committee commended these new models of local news emerging in our sector and encouraged Government to support our sector to increase our capacity to fill news deserts and counter the loss of regional newspapers in communities around Australia.

We highlighted the critical role our sector plays in producing independent, original, local and hyperlocal news in a submission with FNMA and the LINA on the News Media and Digital Platforms Mandatory Bargaining Code.

We were invited to take part in a roundtable discussion, where we emphasised that community broadcasters should be supported to keep pace with the ways in which people are consuming news and ensure that the vital local news produced by our sector continues to be accessible to the millions of people who rely on it to keep them informed and connected to their communities.

Amidst the hardship, community radio has continued to connect, inform, and comfort.

2 Modernise the regulatory and legislative environment for community broadcasters

CBAA has been laying the groundwork for a strong and productive relationship with the Australian Communications and Media Authority, the Department and the Minister's office. We are excited to be making some progress towards modernising the regulatory and legislative environment for community broadcasters.

We have been working together to streamline and simplify regulatory instruments to decrease the regulatory burden on stations. Progress towards a streamlined licence renewal process has been made and we are finalising a review of the Community Radio Broadcasting Codes of Practice. We are working towards a public consultation on the Codes in late 2022.

We are also working together to advance our legislative reform goals. We have long called for the standardisation of non-for-profit regulation by aligning the Broadcasting Services Act with ACNC and/ or ATO understanding of not-for-profits, as well as supporting a harmonised charity regulatory framework.

RELATED SUBMISSIONS

Proposed principles for planning AM to FM conversions in regional licence areas CBAA has made recommendations to the ACMA supporting the continuing consideration of community radio services on a case-by-case basis. We stressed that channels used by a long-term Temporary Community Broadcasting Licencee (TCBL) should not be set aside in favour of enabling AM to FM conversion.

ACMA five-year spectrum outlook 2022-27 and 2022-23 work program CBAA provided comments on the consultation draft of the ACMA Five-Year Spectrum Outlook 2022-27 focussing primarily on optimising established planning frameworks and broadcasting, and specifically in regard to the immediate-term planning priorities for spectrum planning and licensing.

Revised B66 Form CBAA, together with other sector bodies, provided recommendations to the ACMA's consultation on streamlining the community broadcasting licence renewal form.

(Remote Indigenous Communities) Determination 2011.

ACNC reporting thresholds

CBAA expressed our support for higher annual revenue thresholds and recommended that thresholds be harmonised across all jurisdictions, with relevant information shared via the ACNC Charity Passport, including to the ACMA.

Broadcasting Services (Remote Indigenous Communities) **Determination 2011** CBAA joined with First Nations Media Australia to state the continuing need for the Broadcasting Services



A simplified **B66 community** broadcasting licence renewal form

It used to take some stations weeks or even months to complete the old B66 form. As of 15 October 2021, the ACMA has updated the B66 community broadcasting licence renewal form to reduce the administrative and regulatory burden for stations.

CBAA has worked closely with the ACMA and other sector bodies to streamline the form and make it faster and easier for stations to complete. The new form has fewer and more carefully targeted questions. Questions that created an unnecessarily high administrative burden have been changed or replaced and the new requirements are clearer and more flexible.

3 Ensure access to DAB+ digital radio and support broadcast radio service planning

CBAA continues to advocate for a supportive environment for the roll-out of DAB+ digital radio and is working to ensure that Government policy supports the best service outcomes for listeners.

We support policy that prioritises coverage availability of community services to the fullest and enables affordable and efficient use of spectrum.

CBAA is working to ensure that community broadcasters are involved in conversations on the future of broadcasting to reinforce the sector's place in the media ecosystem as relevant, inclusive and sustainable.

Our priority areas for policy considerations include:

- Exploring legislative or regulatory responses to grow digital access including car receiver capability, road tunnel access and better tower facility access.
- Undertaking further work to consider alternate and/or complementary technologies and licensing for free-to-air delivery of digital radio.
- Increasing the ACMA's resource focus to support radio broadcast planning and development.

RELATED SUBMISSIONS

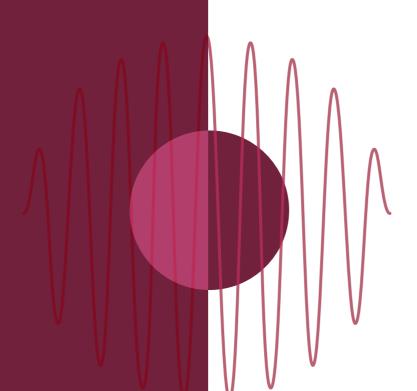
Proposal to vary the Queensland digital radio channel plan CBAA has made comments on the ACMA's Proposal to vary the Queensland digital radio channel plan in a follow up to our response on the previous consultation paper circulated by the ACMA in September 2020.





Championing Community Broadcasting

We champion the community broadcasting movement by building awareness of the sector, and broadening understanding and appreciation.



INCREASING SECTOR AWARENESS

ONLINE & IN COMMUNITY



75% OF STATIONS AGREE THAT THE CBAA RAISES PUBLIC COMMUNITY & SOCIAL AWARENESS OF COMMUNITY BROADCASTING

320 ENTRIES IN 2021 CBAA AWARDS



383,212
PAGES VIEWED ON OUR WEBSITE



385,000+
PAGE VISITS TO
OUR WEBSITE

REACH OF CONFERENCE AND AWARDS CONTENT ONLINE:

+280

CBAA FACEBOOK PAGE FOLLOWER GROWTH

94,138

PEOPLE REACHED ON SOCIAL MEDIA



HOW WE'RE HELPING

In October 2021, the CBAA
Conference was postponed and
subsequently cancelled due to COVID
pandemic restrictions in Australia.

The 2021 CBAA Awards were hosted virtually, with finalists and winners being announced via CBAA social media platforms.

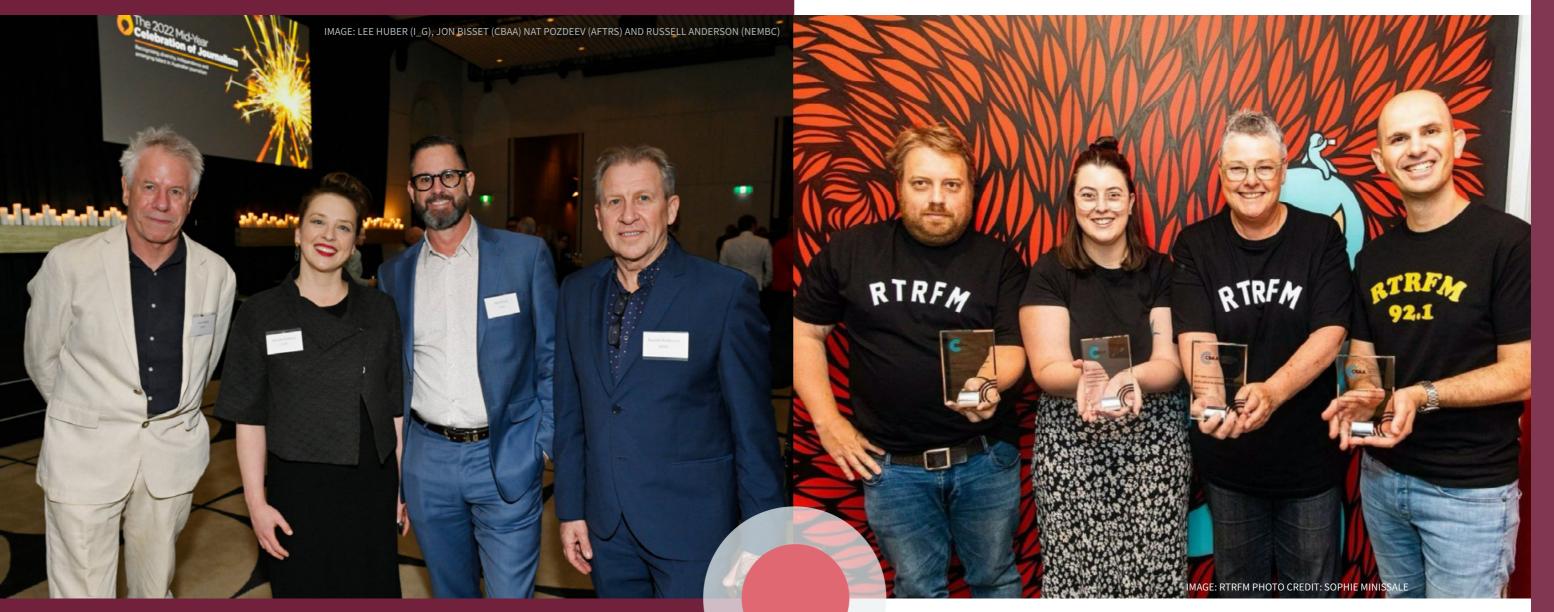
The 2021 Awards saw record numbers of entries from a wide range of CBAA stations.

It was incredible to see the community radio sector champion the content produced by their station despite the treacherous global climate.



It's such a privilege and an honour to be part of this amazing sector, and this win has really blown me away.

- CONRAD BROWNE, VISION AUSTRALIAN, WINNER OF 2021 STATION LEADERSHIP AWARD





We are so honoured to have received six awards from 10 nominations and acknowledge how deserving the entire community broadcasting sector is of recognition, especially at the end of such a difficult year for many.

- SIMON MIRAUDO, RTRFM GENERAL MANAGER

Our growing partnerships enable us to leverage community broadcasting.

Our partnerships are crucial in not only assisting with funding, but also in promoting the profile and reach of community broadcasting to a wide audience which includes government, industry, philanthropists, the media and wider community. Our partners also play a key advisory role, helping develop strategies and funding proposals to deliver our goals and build the capability and viability of our members.

Recognising the importance of aligning with like-minded organisations, the CBAA in 2021-22 focused on developing a foundation framework for partnerships, which helped identify where we could work most

effectively with existing, and welcome new, strategic partners. The framework identified the CBAA's own goals to provide solutions for capability building for community radio nationally.

The 2020-21 year has seen the news landscape change, with diminishing media and news resources from traditional players, particularly in regional communities. Thus, a strong focus in the CBAA's framework has been developing the capability of community radio to build their own news gathering resources, ensuring local news and stories are broadcast – including collaborating with the growing hyperlocal publishing sector.

This strategy has seen the CBAA draw upon existing, and welcome new, partners including the Judith Neilson Institute for Journalism and Ideas, the Paul Ramsay Foundation, Minderoo Foundation, Monash University, Griffith University, Google News Initiative, Facebook, Perpetual Foundation, The Walkley Foundation, The Department of Veteran Affairs, and Creative Victoria.

In 2021-22 the CBAA was thrilled to once again partner with the Judith Neilson Institute for Journalism, the Paul Ramsay Foundation, Monash Universities Fire to Flourish Initiative, and the Minderoo Foundation on the second season of the award-winning radio podcast series From the Embers. The CBAA also secured a renewed partnership with the Suicide Prevention project for an additional three years allowing us to provide mental health resources and materials in the form of CSAs to our members and stations through the community radio network. We also continued our partnership with the Department of Veteran Affairs on the Saluting their Service program available to CBAA member stations through CRN.

The CBAA also furthered our partnership with Creative Victoria through the Amrap on tour initiative which saw the creation of *On the Road Again*, which saw community radio stations hosting events across regional Victoria. 2021-22 also saw the partnership of CBAA's Amrap and DFAT on the KCRW Global Beat program, which saw Amrap Manager Andrew Khedoori partner with KCRW a community radio station based in Los Angeles, California to further the reach of Australian artists and community radio abroad.

In 2022 the CBAA partnered with Griffith University on a learning course on climate communication to be loaded in the CBAA eLearning platform available to all CBAA members and the wider community.





Building Capability

We build capability of members by providing support, advice, tools and resources, and connecting and engaging the







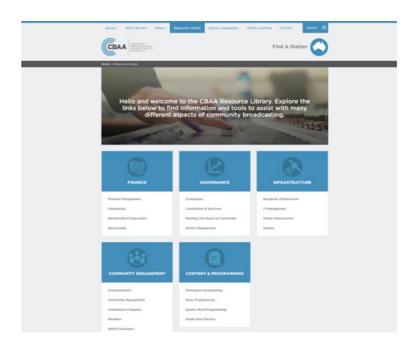


581 WEBINAR REGISTRANTS

OVER 10 WEBINARS

40K IN OUR RESOURCE LIBRARY







HOW WE'RE HELPING

Our role is to build strong, successful and resilient* community broadcasters.



A **connected station** develops and fosters relationships that can be leveraged to enhance the outcomes and impact of the station.



A **future-aware station** integrates information about future conditions into planning and decision making and is prepared to respond to early warning signs of internal and external crisis.



A **well-led station** incorporates governance practices that promote unified, flexible and adaptive responses to challenges and aligns operational practice and strategic priorities with daily operations in a culturally safe environment.



A **learning station** leverages existing knowledge, seeks out new approaches to inform future actions and shares knowledge to address common issues and realise shared opportunities.



An **appropriately resourced station** operates with adequate resources from diverse sources to meet identified needs.



A **representative station** demonstrates a clear understanding of its audience's interest and changing habits and curates relevant and culturally safe content and delivery methods.

CBAA SUPPORT MODEL



In 2021/22, we implemented our support model, which provides a blueprint for how we will efficiently and effectively support stations by allocating the right resources in the right places.

We have continued to develop our knowledge base, peer-to-peer sharing and human resources to ensure stations get the support they need, as easily as possible. ACCESS: continue to provide access to tools and resources on website, with the suite of resources under review to be launched later this year.

ENGAGE: We significantly increased member online networking sessions and developed Online Member Community website, which will be launched in October 2022.

ASSIST: In June 2022, we commenced the pilot "Community radio station strategy review & development program". This will provide a small group of community radio stations with cohort-wide support combined

with one-on-one coaching, guiding them to develop a strategy to put them on a path to resilience and sustainability. Learnings and results from the pilot will inform development of a scalable program focused on station resilience.

Stations remain exceptionally satisfied (89%) and CBAA continues to be trusted and used by the sector with 4,972 requests for support (cases) resolved in 2021/22. Our Net Promoter Score (45) was a slight drop following a very high result lifted by early COVID support. We have the lowest % of detractors since 2017.

^{*}These qualities are defined in the Community Broadcasting Foundation's

[&]quot;Granting for Station Resilience" review, undertaken by Think Impact in 20



Webinar topics

- STATION IDENTIFICATION & ON-AIR BRANDING with Highland FM
- FUNDRAISING AS A POSITIVE MESSAGE with HOPE 103.2
- UPCOMING FEDERAL ELECTION

 HOW TO ASK THE TOUGH
 QUESTIONS
- TRAUMA, ADAPTABILITY AND COMMUNITY BROADCASTING with the Dart Centre Asia Pacific
- RENEWING YOUR STATION'S
 LICENCE THE ACMA'S NEW B66
 FORM with the ACMA
- VOLUNTEERING with Volunteering Australia
- COMMUNITY RADIO PLUS
- **GRANTS** with Strategic Grants
- MEDIA KITS with Spots & Space

"Timing of this interview was great and the information complements the CMTO Journalism course I have done"

- Anonymous Participant

"An enormous thanks! Best webinar we've attended!"

- Anonymous Participant

"A great introduction to the appmany thanks"

- Anonymous Participant

- "Just really valuable content and reflection to move forward and strengthen our station regarding sponsorship promotion and creating a better media kit for us. Thank you."
- Anonymous Participant

Resilience eLearning

In 2021/22, CBAA worked to increase the number of video resources available to stations, including developing two new eLearning courses, both due to be launched in late 2022:

- Resilience and Trauma in **Community Broadcasting:** Developed in partnership with the Dart Centre Asia Pacific, this will equip broadcasters with the practical skills and tools they need to identity what resilience and trauma are, knowledge about the importance of talking about trauma, and tips and tricks on how to identity it. The course was created after a successful webinar which identified the need for broadcasters to be upskilled on resilience and trauma, to best serve their communities.
- Climate Communication:
 Developed in partnership with
 Griffith University, with funding
 from the Lord Mayor's Charitable
 Foundation, this course is
 designed to give broadcasters
 the confidence and capacity to
 have meaningful conversations
 about climate change with their
 local community, supporting
 community adaptation towards
 a sustainable future.

WHAT'S NEXT?

A pilot Station Resilience Project was developed in 2021/22 for launch in July 2022. Four stations were selected to take part: 3MGB in Mallacoota in Victoria and 2SEA, Sapphire and Edge FM in Eden, Merimbula and Bega respectively. Using the CBF's Resilient Station model the CBAA's Station Development specialist will meet with each of the stations involved to assess areas where they could grow and develop. After this initial analysis, ongoing consultancy will commence online and then with in-person station visits.

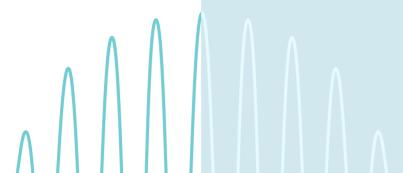
KEY FOCUS AREAS FOR PARTICIPATING STATIONS INCLUDE:

- Creating community conversations in order to get more voices from the community on air and turn the subject of shows away from being just about music and more about community issues and events.
- Creating revenue from non-traditional means – encouraging stations to set-up and deliver events and outside broadcasts that can deliver revenue opportunities.
- Creating new volunteer roles delivering volunteer capacity to workflows including focussing on outdoor events and Outside Broadcasts.
- Stakeholder strategy ensuring that a station is connected with all sectors of its community and manages those relationships with purpose.

The pilot will run through till January 2023 resulting in a scalable station resilience model that can be rolled out more widely across the sector.







Our People



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OUR BOARD



JACQUIE RIDDELL
PRESIDENT

Jacquie started her media career as a volunteer producer and announcer, and then station manager of a large campus-based community radio station in New Zealand. She then served as the inaugural Director of the National Association of Student Broadcasters. After moving to Australia, she was involved in the organising committee for FBI Radio in the lead up to gaining a licence. Until recently she was the Director of Public Engagement at the Art Gallery of NSW, where she oversaw all the public operations and functions of this large art museum. Previously she held executive leadership roles at Barangaroo, SBS, XYZnetworks' music channels (Channel [V], Max, Country Music Channel and Club [V]), and the Triple J network.

She is experienced in not-for-profit governance, having worked both as a board director and alongside high-profile boards throughout her career, and a graduate of the Australian Institute of Company Directors.



PETER ROHWEDER
VICE PRESIDENT

Peter is the Manager for 4MBS's Silver Memories service. He is the Chairperson of Broadcasting Park Pty Ltd. Peter has been involved in community radio since 1994. He started at 4ZZZ and worked in all areas of the station from, administration to broadcasting to governance. From 2002-2017, Peter was the Station Manager at 4EB as well as voluntarily managing the transmission site for five friendly stations in Brisbane.

ANNE FRANKENBERG

BOARD MEMBER

Anne has experience in not-for-profit

governance based on 15 cumulative years

of membership of performing arts boards.

Her extensive not-for-profit management

career has included time as founding General

Manager of Victorian Opera, Fundraising and

Communications Director of International

Women's Development Agency, and nearly

Melbourne's fine music community station.

She is currently Deputy General Manager of

the Australian National Academy of Music.

Anne has a particular strength in fundraising

theory and practice and has shared this skill

set with the sector via presentations at CBAA

conferences and webinars. She has degrees in

Psychology and Music, and an Executive MBA.

Anne's time in community radio has sparked

a passion for the diversity and strength of the sector. She has served on the CBAA Board

since February 2016.

four years as General Manager of 3MBS,



GAVIN BRETTBOARD MEMBER

Gavin has been involved in community radio for 10 years. Starting his career at Hope Media Ltd as Group Sales Manager and established the national sponsorship platform Media Sales Australia. He now is the CEO of Christian Media Hub which partners with and manages 6 community stations across regional Australia, five in NSW and one in northern Victoria. He served on the CBAA Audience Research Advisory Group for two years. He is committed to local community radio that is relevant, sustainable and professional. Gavin believes the community radio in regional locations can be the number one station of choice for the community.



HANNAH ROGERS BOARD MEMBER

Hannah Rogers is the station manager at youth community station Edge Radio in Hobart Tasmania. Hannah volunteered at Edge for two years as the programming coordinator. She also worked as Edge's youth training coordinator for two years before taking on the role of the stations first manager since 2012 in 2019 at age 27. Hannah has worked as a producer at ABC Local Radio and holds a BA is Journalism and Hons English along with holding a masters in Social Work which heavily influences her community work ethos.



LOUISA GRAHAMBOARD MEMBER

Louisa Graham has extensive experience in not-for-profit management and governance and is a graduate of the Australian Institute of Company Directors. She is currently the CEO of the Australian Scholarships Foundation and was most recently Chief Executive Officer of The Walkley Foundation for Journalism. Louisa has worked in community broadcasting at 2XX and 2SER and began her career in journalism at Network Ten. She has worked in senior leadership roles for the Australian Institute of International Affairs, the Sydney Writers' Festival and UNWomen, and has led awareness campaigns for White Ribbon Day and the Australian Public Movement. She has also served on the boards of the Alliance for Journalists' Freedom, Media Diversity Australia, Taikoz and the Copyright Council.



GABRIELLE ANDOLFATTOYOUTH REPRESENTATIVE

At 18, Gabrielle connected with Edge Radio as a radio presenter in Hobart. The Ripple Effect, a radio program focusing on Tasmanian volunteer's stories, earned respect and following in Australia and internationally. Starting as a production assistant in 2017, she quickly attained roles as Head of Production, Volunteer Coordinator, Events Manager and Programs Coordinator for the station within two years. Currently, Gabrielle is an undergrad in Media and Communications (Advertising) at Swinburne Online. She works as a freelance filmmaker, working with organisations to create projects with people with a disability around Tasmania and internationally. Gabrielle aims to highlight the importance of youth media and is passionate about having young people's voices heard.



QUINN GLASSONBOARD MEMBER

Quinn has been the General Manager of Curtin Radio since 2005. Quinn is critically aware of the need for the sector to increasingly engage with their communities of interest as well as to gain a greater understanding of our respective audiences.



MADDY MACQUINE
WOMEN AND GENDER DIVERSE
PEOPLE'S REPRESENTATIVE

Maddy Macquine is currently SYN Media's Community Manager and the host of FBi Radio's flagship storytelling program, All The Best. Maddy's passion lies in facilitating skills development and improving participation throughout the sector. This includes enhancing the voices of women and gender non-conforming people in community radio spaces. She has a keen interest in using cross-sector consultation to encourage participation and diversity in all community broadcasting spaces, across metro, submetro, regional and rural stations.

OUR EXECUTIVE TEAM



JON BISSET
CHIEF EXECUTIVE OFFICER

Jon is passionate about the nonprofit and charity sector having spent more than 30 years as a Chief Executive and non-executive director. Alongside his CBAA role he is as CEO for RPH Australia, the peak body for the Radio Reading Network, Chair of the Local and Independent News Association, a Director of Spots and Space Pty Ltd and a director of Infoxchange, a not-for-profit social enterprise that has delivered technology for social justice for over 25 years. Jon is a Certified Association Executive and a Graduate Member of the Australian Institute of Company Directors.



HEIDI MARTIN
HEAD OF STRATEGY AND INSIGHTS

Heidi has been leading CBAA's strategy and insights work since February 2021 leveraging her 20 years' experience working in senior roles at SBS and Yahoo7 and consulting to organisations such as the ABC, Art Gallery of NSW, NSW Government and more, helping these organisations grow through better understanding of their audiences and data driven decision making



JANA GIBSON
HEAD OF PROGRAM DELIVERY

Jana joined CBAA in 2022 as the organisation's first head of program delivery. Prior to joining CBAA, Jana was working for APRA AMCOS for the previous 18 years where she made a significant contribution to the public profile of the company and its membership. Alongside her executive roles, Jana has previously held Board positions with MusicNSW and the Australian Music Centre, and currently sits on the Board of Nordoff-Robbins Music Therapy.



HOLLY FRIEDLANDER LIDDICOAT

HEAD OF ADVOCACY AND

COMMUNICATIONS

Holly has been working and volunteering in independent and community music and arts media since 2010. Working as the CBAA's Head of Advocacy and Communications, Holly supports the sector's leadership efforts and liaises with Government, as well as ensuring our members have the information they need to be strong and successful. Holly cut her teeth at Sydney's FBi Radio because of her love for weird electronic music, but has also made appearances around the place at 2SER, Eastside and even at Berlin Community Radio. Holly is currently a volunteer on FBi Radio's Governance Working Committee.



JEROME FINK
HEAD OF FINANCE

Jerome joined the CBAA as the Head of Finance in 2021. He brings extensive experience in the notfor-profit sector including fifteen years in member organisations. Jerome's recent roles were in Finance for The Funding Network Australia and previously for the Trustees of Sisters of the Good Samaritan where he currently chairs the Finance Committee. He is a CPA and a Member of the Australian Institute of Company Directors.



DECLAN KELLY
HEAD OF STRATEGIC PARTNERSHIPS
AND MEMBER EXPERIENCE

Declan joined the CBAA at the end of 2020 as the Industry Partnerships Officer and was subsequently appointed as the CBAA's Head of Partnerships and Member Engagement. Prior to his time at CBAA Declan was a familiar face around the sector through his work with Joy 94.9, 2XX FM, 3MBS and SYN Media in a variety of Management, Sponsorship, Fundraising, Account Management and Digital Content roles.



Our Finances

CBAA remains in a strong financial position and in 2021/22 invested some of the reserves built in the last two years to provide improved infrastructure to support members.

At \$10m, total revenue was lower than last year due to the end of COVID support and the poor investment market. However, activity revenue increased by 40%, reflecting increased services to members. Our total equity is \$7.8m, of which \$5.3m is in restricted or project reserves.

These accounts are an extract from our audited financial statements for the year ended 30 June 2022, which are available on request, from our website or from the ACNC website.

The financial results on this page are for CBAA alone, not the consolidated accounts for CBAA group.

	2022 (\$)	2021 (\$)
REVENUE		
Grant Income	8,107,201	8,574,464
Services and Membership	2,035,782	1,444,448
Investment Income/(Loss)	(42,287)	359,939
Government COVID support	-	657,400
Total Revenue	10,100,695	11,036,251



2022

EXPENSES

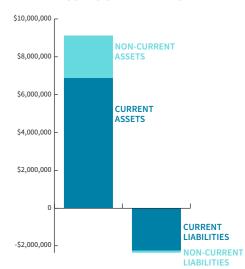
Programs, services and projects	6,545,946	6,231,870
Employee and consultancy expenses	2,899,439	2,300,827
Depreciation and amortisation expense	54,533	266,644
Occupancy expense	250,215	75,074
Overhead expenses	245,049	263,084
Total Outgoings	9,995,183	9,137,499
Surplus ¹	105.512	1.898.752



ASSETS AND LIABILITIES

Current Assets	6,867,101	7,189,749
Non-Current Assets	3,301,310	2,684,812
Total Assets	10,168,411	9,874,561
Current Liabilities	2,247,065	1,759,150
Non-Current Liabilities	40,969	340,546
Total Liabilities	2,288,034	2,099,696
Net Assets / Members' Equity	7,880,377	7,774,865





BREAKDOWN OF MEMBERS' EQUITY

Restricted Funds ¹	3,178,589	3,502,844
Project Reserves ²	2,598,211	1,840,119
Unrestricted Funds ³	2,103,577	2,431,902
Total Equity	7,880,377	7,774,865



¹ Incudes surpluses from unfinished projects where accounting standards require us to recognise the income before we incur related expenses.

² Project Reserves are surpluses on projects kept in reserve to fund future delivery of those projects.

³ CBAA has a policy that Unrestricted Funds should be two to five months of standard operating expenses as a contingency and to fund future initiatives.

The CBAA is supported by:











































Thank you

We acknowledge the traditional custodians of the land on which we work, particularly the Gadigal people of the Eora Nation where this document was created, and pay respect to elders past and present.



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