



CBAA Community Radio Plus FAQs

Inclusion on Community Radio Plus free?

Yes.

Does Community Radio Plus host our station audio stream or podcasts?

No. Stations continue to host their station stream and podcast audio. Community Radio Plus does not store audio. It only requires your stream URL and podcast RSS feed URL.

The CBAA offers streaming and audio-on-demand solutions for stations. CBAA Member Services would be happy to discuss your needs and are available via support@cbaa.org.au.

Does my station live stream need to be secure to be included on Community Radio Plus?

No. Your stream doesn't need to be secure to play on the app. We do recommend you start planning to upgrade to a secure stream asap. Speak to your current provider or we can provide pricing.

Smart Speaker devices like Google Nest, Amazon Echo and Sonos only accept secure streams. The CBAA with its partner All In Media is creating smart speaker skills for all community stations to ensure they can be found easily on these devices. This will be at no cost to stations.

How do listeners find my station on Community Radio Plus?

Listeners can find their favourite or local station by permitting Community Radio Plus to use their phone GPS location, showing nearby stations, or listeners can input their postcode.

Community Radio Plus will be available from the Google Play Store and Apple App Store.

How did the CBAA choose our station location and the category name under our station name?

To ensure fairness and consistency for all stations, the CBAA uses ACMA licensee information regarding licence area, community interest, licence type, primary service area.

Community Radio Plus features and accessibility

If our station is on Community Radio Plus will we need an app of our own? What features does a station have access to?

For many stations, their station screen on Community Radio Plus will provide enough features to make a station app no longer necessary. Listeners can call, SMS, or email your station, visit your website, support and visit program pages and socials including Facebook, Twitter, Instagram and YouTube. Give us an RSS website URL and you can promote events, news and website stories. We have a guide to help you set up your station RSS Feed.

Station screens will feature station approved podcasts and any Community Radio Network submitted programs.

Smart Speakers skills will be created for Google Nest, Amazon Echo and Sonos products. Community Radio Plus will manage these skills for community radio, e.g., “Okay Alexa, on Community Radio Plus play 3CR”

Can we feature ‘Now Playing’ information on the app?

Yes. The app can display song title, artist and artwork of the current and last ten songs. Email andrew.morris@cbaa.org.au and he will help you connect your radio automation system to Community Radio Plus.

Can we add station podcasts to Community Radio Plus?

Yes. The CBAA accepts station authorised podcasts. Station management can submit their podcasts through the online form on the [CBAA website](#).

Will our station receive listener analytics reports?

Yes. There is an extensive list of reporting metrics for stations.

Are listeners required to log in or set up an account to listen to Community Radio Plus?

No. There is no user sign in required to access Community Radio Plus. When listeners download the app, they will be prompted to allow GPS while the app is on to enable stations nearby to be listed. If GPS is declined users are prompted to input a postcode for station recommendations. The app requires the user to select either option for live radio stations to be recommended.

How will our multicultural programs be represented within Community Radio Plus?

Listeners will be able to search for content in their language. Community Radio Plus will also feature a curation area to highlight special podcasts and programming within our sector, as well as celebrate notable national and international days and weeks.

Community Radio Plus will highlight station podcasts and will reflect our sector’s diversity – of culture, language, spirituality and faith, news and current affairs, documentary and music/arts programming.

Is Community Radio Plus accessible?

Yes. The app will support accessibility for visually impaired and blind users. This will include labelling the UI as appropriate and grouping elements together to simplify navigation in some areas.

Visually, the app has a lot of metadata that can be optimised for a positive, accessible experience. It is with this principle that a lot of the complex visual elements can be grouped, and labelling provides the right balance of information.

Community Radio Plus – updating and maintenance

Can I update my station information on the app?

The CBAA is responsible for updating station pages on Community Radio Plus. Station information is stored on a secure database managed by the CBAA and our technology partner All in Media.

Station details can be updated via an online form on the [CBAA website](#). The CBAA will update Community Radio Plus daily. Critical information like stream URLs will receive prioritised support.

Will Community Radio Plus be maintained?

Yes, we have a contract with AIM for ongoing monthly support and maintenance of Community Radio Plus to ensure bugs are fixed and it's working with the latest iOS and Android updates.

Community Radio Plus vs. other Apps

Will being on Community Radio Plus stop me from being on other platforms like iHeartRadio, TuneIn, Radio Garden?

No. Your station should be listed on as many platforms as possible to reach listeners where they are.

Why do we need to be on Community Radio Plus, we're already on iHeartRadio and/or have our own app?

Community Radio Plus is the industry app for community radio which means we own our platform. This makes updating station information like stream URLs and other data easy. Community Radio Plus will also allow the CBAA to modify and adapt your station name so it is searchable on smart speakers.

Finally, as the industry app, Community Radio Plus has extensive analytics which the CBAA can provide to stations.

Stations should be on iHeartRadio and TuneIn however these platforms are commercially owned, and we are guests who are not entitled to data and can only request changes.

We are on Icecast, can we also stream our content over Community Radio Plus?

AIM has suggested stations using Icecast should refer to this document. <https://mediarealm.com.au/articles/icecast-https-ssl-setup-lets-encrypt/>

Promoting Community Radio Plus

Will the CBAA provide marketing and promotional resources to help us promote Community Radio Plus on our station?

Yes, most definitely! The app will only be a success with your help promoting it to your listeners. We will provide stations with print and audio assets including logos, presenter live copy and produced promos including versions for your team to personalise with your voice over.

Do you have preferences for promo material? What would you use? Please email our Head of Advocacy and Communications, Holly Friedlander Liddicoat via holly.friedlander@cbaa.org.au

Need more information?

For advice specific to your station, please feel free to call the CBAA's Member Services team on 02 9310 2999 or email us at support@cbaa.org.au