

TABLE 1. EXAMPLES OF VOLUNTEER-CENTRIC PRACTICE

Volunteer-Centric Model principle	Practical example
Promote autonomy	Volunteer attends appointment but reports feeling ill. Research nurse makes clinical decision to postpone participation (needs of volunteer placed above research requirements)
Maximise engagement and accessibility	Research nurse alters working pattern to facilitate evening phone calls or pre-work appointments (ensures engagement of hard-to-reach volunteers)
Standardise practice	Research nurse shares standard operating procedures with other research teams and uses Volunteer-Centric Model to guide practice (provides leadership and support)
Positive experience and re-engagement	Research nurse visits volunteer at work, in a suitable location. Volunteer's daily routine is unaffected and volunteer happy to participate in future (reduced "cost" of participation for volunteer)