

# Expert neurodiversity support

## Group Income Protection Neurodiversity Pathway

**We're all wired differently. We all have  
different traits and ways of doing things.**

For some, the unique way in which our brains function could be down to a neurodifference, which can impact our work and home life. But with the right support we can help employees who have already been diagnosed with a neurodifference overcome challenges, enabling them to thrive.



# Neurodifferences include:



Our dedicated  
Group Income  
Protection  
**neurodiversity**  
pathway

**The effect and impact of neurodiversity varies from person to person. If you, or an employee with a diagnosed neurodifference need support to overcome workplace challenges, contact us as soon as possible - we have ways in which we may be able to help.**

# From bringing out the best in people, to vocational support, and more.

Roles, responsibilities, the ‘way we do things here’, and the environment can create challenges for neurodivergent employees and businesses, affecting someone’s ability to thrive or even function at work. Where someone could find a certain task incredibly easy, they could find another very difficult.

But,  
with the  
right tools  
we can all  
flourish.

**A neurodiverse workforce and the unique skills and traits of someone diagnosed with a neurodifference can really benefit a business.**

Our neurodiversity pathway supports you and your employees to not only overcome challenges at work, but to be your best. It offers tailored support to help provide the best outcome for your employees and your business.

## Specialist support

**If your employee is absent from work, or is having challenges to remain at work as a result of their neurodifference, specialist support might help. We’ll provide in-house support or may refer your employee to one of our specialist partners, such as Lexxic, experts in empowering neurodiversity in the workplace.**

Their chartered and business psychologists can help individuals to understand their neurodifference and manage any challenges they may have.

**Lexxic**, or one of our other specialist partners, will develop strategies and solutions to help them overcome their challenges and thrive at work.

Adjusting ways of working or the environment can help improve an employee’s performance and better their experience at work – making them far more comfortable with different situations. Whether it’s amending their working pattern or the type of role they’re asked to perform, having a more suitable place from which to work or different technology, **Lexxic** can identify adjustments to help.

To fully support your neurodivergent employees, you need the right knowledge and skills. **Lexxic** can coach and train you and others in the workplace to help you better understand neurodiversity and how you can support your employees.

“ For an individual to access neurodiversity support, this is often dependent on them disclosing their neurodiversity. In Lexxic’s experience, many people who are not aware of, or informed about their neurodifference can struggle to ask for help. An employee may under-perform at work before they ask for help and are then found to have a neurodifference. This means lost time for the individual, their manager and HR. Some are also reluctant to disclose, based on fear

of discrimination or the stigma that they feel. This could also lead to performance improvement plans or turnover in staff.

At Lexxic we are passionate about empowering neurodiversity in the workplace, and we often say that “helping one person might not change the whole world...But it might change the whole world for one person”. We pride ourselves on having a dedicated team of in-house psychologists. We take satisfaction in being there every step of the way,

whether supporting employees through their first screening and awareness session or the organisation with workplace needs assessment recommendations, or providing coaching and training for neurodivergent employees and their team.

We look to help employees to thrive in the workplace and understand their neurodifference, support them to learn new ways of working and promote and maintain a positive sense of self-esteem. ”

Aidan Healy, Chair of the Board **Lexxic**



# Pro-active support and self-help

As well as specific neurodiversity support, employees also have access to our **wellbeing services** which offer self-serve support and information to help them improve their physical and emotional wellbeing.

- ✓ Services to help employees detect, manage and prevent health problems
- ✓ In-the-moment support and counselling
- ✓ App offering simple, effective, evidenced based tools to help improve mental wellbeing
- ✓ An online library full of wellbeing information, tips and tools
- ✓ Bite-sized mental health videos to help you and your employees identify and find out more about common mental health problems, and learn techniques to improve their mental wellbeing
- ✓ Discounts on health and fitness clubs across the UK, at-home fitness offers, products and services

## Our tailored claims pathways

If your employee is absent from work long-term, due to an illness or injury, whatever the cause, our tailored claims pathways can help us support them throughout the claims process while working with their needs. For example, it's common for neurodivergent employees to become highly anxious in a work environment, our tailored mental health pathway can provide specific support in this area and several of our mental health focussed wellbeing services can offer additional help.

### A simple, flexible approach

We'll gather information in a way which works well for your employee, making things as easy as we can from the outset. We'll assign a dedicated case manager - a consistent point of contact - so there's no need for them to go back over information and they'll have the same person with them, every step of the way.

### Specialist support

If they'd benefit from specialist support, whether related to their neurodifference or another reason for their absence, we'll refer them to in-house specialists or external partners. We can also signpost to organisations who can help them, or to any support available with any other policies they hold.

### Return to work support

When the time is right for your employee to return to work, our vocational rehabilitation consultants will provide advice and guidance on how best to support them to make a safe, timely and sustainable return. These plans will consider their clinical and vocational needs, as well as the demands of your business.

# Supporting you and your business

As well as supporting your employee, we can support you, their line manager or your HR representative where needed during the process.

## Wellbeing training

You have access to a range of **wellbeing training** courses, delivered by Aviva experts or clinical partners. Costs apply to courses delivered by external partners.

## Awareness and engagement support


Making sure your employees know about wellbeing services is almost as valuable as the services themselves. Our **Employer Hub** is a central place where you'll find all the tools and materials you need to help you launch these services to your employees.

We want you and your employees to get the most out of their policy, so we can work with you to help you raise awareness and understanding of the key benefits available, for example through benefit fairs, events, presentations and roundtable sessions.

Our **Employer Hub** gives your employees information on the policy, all the wellbeing services available and how to access them.

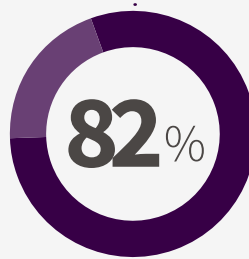
Wellbeing services, wellbeing training and rehabilitation support are non-contractual benefits which Aviva can change or withdraw at any time. Wellbeing services are available to employees who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man. Terms may apply.

Find more information on our wellbeing services at:

 [aviva.co.uk](https://www.aviva.co.uk) or search Aviva Advisers.

**In 2022** we provided  
rehabilitation support to  
**2,580**  
employees

Aviva Group Income Protection Rehabilitation Dept. January – December 2022



of all **employees** who we provided with rehabilitation support **remained** at, or **returned** to work.

Aviva's neurodiversity pathway offers a variety of services to support employees with neurodifferences. If you're not sure how best to support an employee, Aviva's in-house experts are only a quick phone call away and can provide valuable advice on the most appropriate direction to suit their needs.

# Get in touch

If you believe an employee would benefit from our intervention or support, it's crucial that you contact us as soon as possible. Please get in touch with your usual Aviva contact or our Aviva claims team.

 **0800 142 2377** Lines are open Monday to Friday, 8.30am to 5.00pm. We may monitor and/or record calls.

 **groupIPclaims@aviva.com**

## Find out more

Visit us online to find out more about Group Income Protection and the support available.

 **Employer website**

 **Adviser website**

## Braille, large font, audio material

You can order this document in braille, large font or audio.

Just call **0345 366 1644** or email **contactus@aviva.com** and tell us:

- The format you want
- Your name and address
- The code of this document **GR02349 (06/2023)**

Our opening hours are Monday to Friday, between 8.30am and 5.30pm.

Calls may be monitored and recorded.