

For employer and adviser use only

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:

Dyslexia

Primarily affects skills involved with reading, writing, and spelling.

DCD / dyspraxia

Developmental Coordination Disorder (DCD), otherwise known as dyspraxia, is a neurodifference affecting movement, coordination and organisation.

Dyscalculia

Affects the ability to acquire and use mathematical skills.

ADHD

Attention Deficit Hyperactivity Disorder (ADHD) is a condition that affects behaviour, including concentration, impulsiveness, and restlessness.

Autism Spectrum Conditions

Autism Spectrum Conditions impact how an individual communicates, interacts, and understands other people and the world around them.

Cognitive functioning difficulties

Difficulties which typically occur following a stroke or brain injury that can cause physical, cognitive, and behavioural changes.

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.

”

Pro-active support & self-help

Wellbeing Services

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 employees, 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 **Employee 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 or search Aviva Advisers.

In 2024 we provided rehabilitation support to

2,658 employees

86%

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

Aviva Group Income Protection Rehabilitation
Dept. January - December 2024

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.

Mitcham's story

A decline in Mitcham's mental health meant he was unable to work. He had been living with anxiety since school and was receiving ongoing talking therapy. During these sessions, his therapist recognised traits of Attention Deficit Hyperactivity Disorder (ADHD), and looked into this further with Mitcham. He was put on a waiting list with his GP for an official diagnosis.

There was a point where Mitcham was able to return to work. This was when he highlighted some of the challenges he was facing at work, with his employer. Once they were aware, they referred Mitcham to Aviva to see if there was any support available through their Group Income Protection policy. Within three working days an Aviva case manager contacted Mitcham, to understand his needs. He shared information around his high levels of anxiety, mood swings and stress.

Mitcham recognised that during school he experienced challenges concentrating and would get easily distracted. This had continued into his adult life, presenting challenges both inside and outside of work. He was constantly overthinking. On top of this, Mitcham had been successful in getting a new role, but was experiencing challenges with organising and prioritising his work, and managing his time effectively. All symptoms which could be linked to his potential ADHD.

Mitcham had been receiving talking therapy for 18 months. This had helped with his anxiety, but he wanted to explore tools to help him thrive in the workplace.

Following the initial call, we offered Mitcham a referral to our specialist neurodiversity partners, Lexxic. They undertook a workplace needs assessment to identify what reasonable adjustments could be put in place to support him at work.

The assessment identified that he might benefit from further one-to-one coaching and e-learning courses to help him understand his neurodivergence and learn new ways of working. A wide range of bespoke recommendations were made, tailored to Mitcham's individual needs, along with assistive technology and equipment recommendations. Specific e-learning modules were also made available to his Line Manager to help educate them in ways to support Mitcham and other neurodivergent employees. Aviva also supported Mitcham with personal coaching sessions, provided by Lexxic, which continued over the course of five months.

Thanks to the support provided by Aviva and Lexxic, a year after his initial referral, Mitcham has successfully remained at work, full time, and is able to complete his full duties.

“ This support has definitely helped me, and I would recommend it to anyone. I found the assessment really useful as I felt the person completing the assessment really listened to me and I felt instantly better off the back of the initial call. I felt that the person at Lexxic understood what I was experiencing. I completed coaching sessions and again found them beneficial. I had a good connection with the person at Lexxic and turns out some of the experiences I had they also experienced themselves which really helped me. They provided me with different tools and helped me reframe how I was thinking. I can now reflect on the tools provided and they help me not feel as overwhelmed. ”

Mitcham Brown, Manufacturing Engineer,
age 28 at time of intervention

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** Our opening hours are Monday to Friday, between 9.00am and 5.00pm.
For your protection and ours, calls to and from Aviva may be recorded and/or monitored.
Calls to 0800 numbers from UK landlines and mobiles are free of charge.
Calls from outside the UK may be charged at international rates.

 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](#)

 [Neurodiversity Hub](#)

Need this in a different format?

You can order this document in braille, large print, as audio or in a different colour.

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 (05/2025)**

Our opening hours are Monday to Friday, between 9.00am and 5.00pm.
For your protection and ours, calls to and from Aviva may be recorded and/or monitored.
Calls to 0800 numbers from UK landlines and mobiles are free of charge.
Calls from outside the UK may be charged at international rates.

Aviva Life and Pensions Limited Registered in England No 3253947. Aviva, Wellington Row, York, YO90 1WR.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 185896.

Member of the Association of British Insurers.

Wellbeing services, Wellbeing Training, early intervention and rehabilitation services are not insurance products and are not authorised or regulated by the Financial Conduct Authority or the Prudential Regulation Authority.