



**Adam**

- 19
- person on the spectrum
- living in west side

**Greatest challenge**

- parents want him to try socialising with more people

**Feelings**

- anxious about meeting new people

**Goals**

- meeting people who understands him and share similar interests

**Journey Steps**

**Discover**

**Registration**

**Onboarding**

**Access to service**

**Actions**

- Adam will be starting vocational training
- His parents want him **socialize** with peers

- Adam learned about Amaze through his counsellor
- He looks up the **Autism connect portal**
- Signs up for account

- He searches through the channels looking for **social groups**
- He has **particular interest** in video games
- He finds groups chatting about Minecraft and Dungeons & Dragons

- He connects to the groups and **participate in online chats**
- He **makes new friends** online

**Needs and Pains**

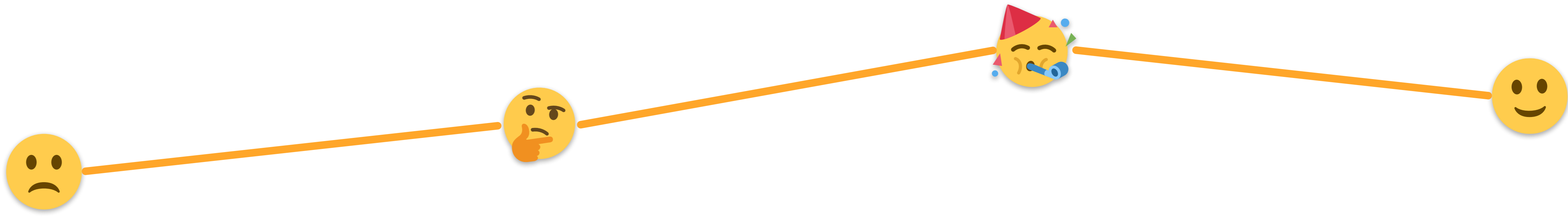
- Start vocational training, Adam will need to learn to adapt to a new environment
- Adam gets anxious meeting new people

- As a young adult, Adam is quite comfortable with technology
- The channel is auto-moderated by bots to ensure there's no harassment or inappropriate content

- Assurance this is a space he can share freely
- Find people who can empathize with him
- Find people with similar interest

- Connect with social group
- A way to participate in society

**Feelings**



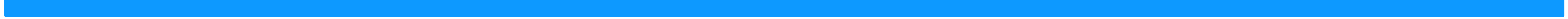
**Touchpoint**

- Face to face with family
- Counsellor

- Amaze website
- Amaze discord channel

- Discord channel
- Discord users

- Online chatting
- Attend social events



**Opportunity**

- A platform to connect

- Choice to stay anonymous

- Open forum for sharing and conversation

- Opportunity to connect