

# Mandy Drain

IWIB Business Woman of the Year 2023

Director of  
Taylor Made Outcomes

Mandy Drain is the Director of Taylor Made Outcomes and an award-winning thought leader in the NDIS space.

With over 25 years of experience in the disability sector, in 2019 Mandy launched her business from the humble beginnings of a desk in her bedroom, fuelled by a dream of delivering a service to people with disabilities that puts them first. Today, she leads a passionate team of 23 people, including individuals living with disabilities and parents of children with disabilities, serving over 1000 NDIS participants.

Mandy and Taylor Made Outcomes have won numerous awards including most recently the 2023 Australian Small Business Champion Award (NDIS Provider) and the 2023 IWIB Business Woman of the Year.

But Mandy's journey is more than just a business success story - as a parent of a young adult living with complex disabilities, she brings a unique and empathic perspective to her work. Mandy firmly believes that individuals with disabilities do not need pity, but rather supportive people who will work with them, so they feel empowered to live their best life and reach their goals.

It's this person-centred leadership and down-to-earth relatability that makes Mandy a sought-after NDIS expert, disability sector leader and educator.



Her depth of knowledge coupled with her genuine passion for making a difference in people's lives is evident in the level of service delivered by her and her team, the healthy culture at Taylor Made Outcomes and the education and advocacy that Mandy provides to the community.

Whether she's sharing her personal journey, discussing the challenges facing the disability sector or providing practical insights on how to create an inclusive workplace, Mandy's message is applicable to all.