

My personal health record (Blue Book) – Ordering a replacement

Summary This Information Bulletin (IB) outlines the process for parents and carers to obtain a Blue Book for a child born outside NSW (including overseas) now living in NSW, or a replacement book where a child's original Blue Book has been lost or damaged. This updated IB includes additional information about obtaining a Blue Book for children in the Out-of-home Care Health Pathway Program (OOHC HPP).

Document type Information Bulletin

Document number IB2024_061

Publication date 21 November 2024

Author branch Healthy Families and Communities

Branch contact 02 9391 9000

Review date 21 November 2029

Policy manual Patient Matters Manual for Public Health Organisations

File number HA24-4004

Status Active

Functional group Clinical/Patient Services - Baby and Child, Maternity, Nursing and Midwifery

Applies to Local Health Districts, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, Community Health Centres, Public Hospitals

Distributed to Ministry of Health, Public Health System, Divisions of General Practice, Private Hospitals and Day Procedure Centres

Audience Maternity services (public and private);Administration;Nursing and Midwifery;Allied Health Staff;Out-of-home care;Child and Family Health;Paediatric Services

My personal health record (Blue Book) – Ordering a replacement

Purpose

This Information Bulletin informs NSW Health of the process for ordering a *My personal health record* (Blue Book) for a child born outside NSW (including overseas) now living in NSW, or a replacement book where a child's original Blue Book has been lost or damaged.

Key Information

All children born in NSW are to be provided with a Blue Book at birth, prior to leaving hospital. Maternity Units have stocks of the Blue Book for distribution. For the distribution strategy for Maternity Units, refer to NSW Health Information Bulletin *Personal Health Record (Blue Book) Distribution Strategy* ([IB2008_065](#)).

Children born outside NSW, including those born overseas, who then come to reside in NSW are entitled to a free copy of the Blue Book. Parents should contact the Better Health Centre to order their copy. The Better Health Centre is the NSW Ministry of Health's publications warehouse and distribution centre. Business hours for the Better Health Centre are 6:30 a.m. to 2.30 p.m. Monday to Friday.

Contact details for the Better Health Centre can be found [here](#) and are:

Address: PO BOX 672, NORTH RYDE BC NSW 2113

Phone: (02) 9887 5450

Email: nsllhd-bhc@health.nsw.gov.au

If a new Blue Book is required to replace one that has been lost or damaged, a replacement copy can be ordered from the Better Health Centre at a cost of \$10.00 (current cost as of July 2024).

Parents or carers of children born outside NSW, or children requiring a replacement Blue Book, should be provided with the correct contact details for the Better Health Centre to order a copy directly.

For children in out-of-home care (OOHC) who require a replacement Blue Book, NSW Health provides replacement books directly to the Department of Communities and Justice: Children and families services. Case Managers of children in OOHC should contact their local Community Services Centre to obtain a Blue Book.

Alternately, the Out-of-home Care Health Pathway Program (OOHC HPP) in each Local Health District may be able to assist with accessing a replacement Blue Book.